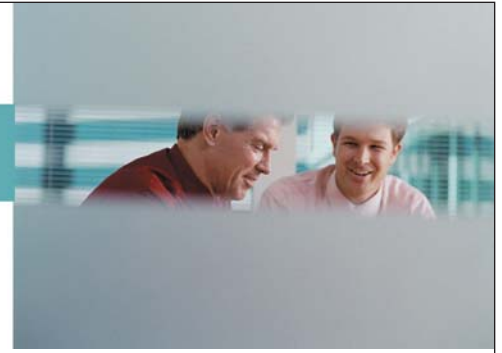


client focus



Meeting Change Head On

Peoples Federal Savings Bank Deftly Handles Multiple Changes



Talk about embracing change. When Peoples Federal Savings Bank changed their core processing system, implementing Open Solutions' *The Complete Banking Solution*®: DNA (TCBS: DNA), the Auburn, Ind.-based institution changed just about everything else, too.

Explained Peoples Federal Vice President John D. Haggarty II, "We were a two-bank holding company. Instead of converting one bank to Open Solutions we consolidated the two banks and merged together. We had been a service bureau client and decided to bring everything in-house. Everything – G/L, debit cards, Internet banking – every process that we touch basically changed. As you can imagine, it was pretty involved."

But they were better than just "pretty" prepared. Haggarty formed teams of employees to manage various aspects of the implementation process, from a small team of critical personnel, a mid-sized team of folks who traveled to Open Solutions' Connecticut office for training, and a larger team that was part of a strategy they called Branch Liaison.

"Our trainers went to the branches to get input as they were preparing their materials,"

explained Haggarty. "Then we made sure there were two or three people in each branch who were really familiar with the system because with 160 employees in 15 offices, we had to spread the word."

And they made sure to maintain constant communication with their contacts at Open Solutions.

"I think some people going into this process don't understand the complexity. From my perspective it was important to understand what's involved, what can and can't happen."

"We worked a lot with our implementations team," said Haggarty. "I really enjoyed that process because I felt we had good team. John Corriher (Implementations Project Manager) was my quarterback and we met continually. When conversion weekend came, all those folks were here to hold our hands to go through the process."

Haggarty also ensured that he and his staffers had a realistic attitude about what to expect.

"I think some people going into this process don't understand the complexity," he said. "From my perspective it was important to understand what's involved,

Peoples Federal Savings Bank was founded over 75 years ago to serve the people of the Auburn, Indiana community. Over those 75 years that commitment has grown to a total of 9 branches in 8 communities throughout northeastern Indiana.

As they look forward to the next 75 years and beyond, they stand firm in their commitment to community banking and to the people they serve.

www.peoplesfed.com



what can and can't happen. You also have to understand you're dealing with change and recognize it will take time."

One of the ways Peoples Federal decided to handle their core change was to include Post-Conversion Best Practices among their Open Solutions services.

Said Steve Wildman, VP, Professional Services, "Our team is in the process of observing how Peoples Federal is using the system to perform their daily functions – adding customers, setting up new accounts, processing teller transactions – observing and interviewing every process that interacts with

TCBS: DNA. We will then identify opportunities for Peoples Federal to better leverage the technology to drive operating efficiencies, eliminate manual tasks, improve service and reduce risks overall."

Said Haggarty, "Best Practices was one of the things that was really beneficial to us. The team wrote some documents about our processes that were 250 pages long because we had so much going on."

And he discovered that they weren't the only ones with a lot going on. "I asked John how many conversions Open Solutions had going on at the time and the number was something like 58. I was amazed how busy they were, but it reaffirmed that we made the right decision picking Open Solutions. Because if there were that many conversions going on, a lot of other people must have made the same choice we made."

That choice was no doubt due to the advantages TCBS: DNA has over other core processing systems, especially the superior convenience.

"One of biggest benefits is that it gives people in our organization easy access to so much information," said Haggarty. "The screens are a big thing: You put in a person's name or account number and all the information is there. In our old system, you might have to go to four or five screens, reenter the name ... Now in TCBS: DNA, everything about that customer is a simple keystroke away, and it's arranged logically. And that has shortened training time. Well, the mechanical parts of job training. We still have all those regs to teach them!"

"It went pretty well," he said of the change. "We had hiccups, but that's part of it. It isn't easy – you have to work through it, but the more effort you put into resolving the issues, the better it will be in the end."

For more information on TCBS: DNA, please contact your account manager or visit us online at www.opensolutions.com.

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Peoples Federal 0109