

Canandaigua National Bank and Trust Collection module

“Reports can be created for upper management that are endless and different information can be pulled together that would otherwise take time to create manually.”

- Ann Lyon, Resource Recovery Supervisor

Seeking a new collection system

Canandaigua National Bank and Trust Company headquartered in Canandaigua, New York needed to switch to an automated collection software that would create more efficiency but still be user-friendly. With \$2.09 billion in assets, and more than 208,000 account holders, they were looking for a system that had an easy learning curve and already contained many components such as reports, views, and more.

Process Improvements

Canandaigua National Bank and Trust Company chose Temenos' Lifecycle Management Suite Collection module to drive success at their 27 branches and bring their motto “We live, work and play here” to life, while contributing to their small community feel. Temenos' Collection module was able to provide Canandaigua National Bank and Trust with improved efficiency and an ease of learning while remaining very user-friendly. The module was able to fit Canandaigua's needs with components built into the Collection module such as reports, views, dashboards and more, all of which they required in their search for a new system.

Their Problem

Improved efficiency with user friendly features

Our Solution

Temenos Lifecycle Management Suite Collection module

End Results

Overall improved efficiency and management capabilities

Quality Results

By implementing Temenos' Lifecycle Management Suite, Canandaigua National Bank and Trust noticed an improved efficiency and were able to utilize better tracking mechanisms. With this they also noticed improved management capabilities due to the reports that were now available to them. Canandaigua is now able to penetrate a larger



number of customers per day because of their switch to Temenos.

Ann Lyon recommends that other financial institutions switch to Temenos if they plan to grow. By implementing an automated system, such as Temenos offers, they are setting themselves up for success by preparing for future growth. She has seen that the system does many of previously manual processes automatically, which in turn has increased efficiency. There are also features within the Lifecycle Management Suite, such as notes, that can

be entered into the workflow process so that if you hire new employees, the system will virtually walk them through what they need to do. Ann also noted, "Reports can be created for upper management that are endless and different information can be pulled together that would otherwise take time to create manually".

Learn More:

To learn more contact us at usainfo@temenos.com or visit www.temenos.com.

The Lifecycle Management Suite

The Lifecycle Management Suite offers the most robust, account-based relationship management platform available in North America today. Our Lifecycle products intelligently apply technology to improve a financial institution's most valued relationship/transaction holder and engaged at every phase of the account lifecycle.

The Lifecycle Management Suite streamlines relationships providing a consistent and robust experience from origination through account opening and collection/recovery. The products assist financial institutions in driving cross-revenue while at the same time creating operational efficiencies. The suite offers the ability to display as many or as few of the Lifecycle solutions as required to meet a financial institution's business objectives while maintaining high return on investment (ROI).

The Lifecycle Management Suite robust functionality, configurability, workflow engine and reporting capabilities can be applied to a number of business areas, giving management insight and control over multiple departments from a single platform including:

- Proficiency
- Origination
- Service
- Collection & Recovery

Additionally, the Lifecycle Management Suite supports a third party network of service providers whose services are integrated with the platform.

