



SourceTechnologies™
Innovate. Inspire. Achieve.



Case Study:
Secure Print Solutions



Bank of Hawaii calls on Source Technologies to streamline official check printing in its branches

CASE STUDY

About the Customer

With branches located throughout the Pacific and assets totaling more than \$9.6 billion, Bank of Hawaii is the largest independent financial institution in Hawaii and a recognized financial leader in the region. Founded in 1897, the bank serves businesses, consumers, and governments in Hawaii, American Samoa, Guam, and the Micronesian Islands.

What We Found

Bank of Hawaii only allowed select branches the ability to print checks and negotiable documents. Because of the geography, the only practical way to distribute checks was through the postal system. The time delays and inflexibility of this approach was costing the bank money and customers, and hampering the expansion of new services in its smaller branches. Space was also an issue in these locations, some of which are supermarket branches, further limiting the bank's options. Bank of Hawaii needed a solution that was secure, flexible, space efficient, and capable of being integrated with its existing teller system.

Source Technologies' Solution

Source Technologies has been the market leader in secure magnetic ink character recognition (MICR) check printing technology since 1990. Our MICR laser printers are engineered specifically for printing MICR-encoded checks and other negotiable documents in a single printer pass, with all necessary information including logo, signature, customer data, and MICR line.

Source Technologies' printers were deployed in 250 Bank of Hawaii branches. Leveraging custom middleware and Source Technologies' electronic forms expertise, the printers were seamlessly integrated with the bank's teller platform. All of the bank's branches now print cashier's checks, starter checks, money orders, signature cards, and other MICR documents on-demand.

This new system also offers the bank advanced security features that include conditional processing that imposes restrictions on the printer output, varied according to the size and the scope of the transaction. The bank can also remotely test printers located at each branch, an important consideration given some of the remote locations the bank serves. Finally, the Source Technologies' workgroup printer features a compact footprint, making it ideal for their supermarket branches where space is at a premium.

With its new distributed MICR printing system in place, Bank of Hawaii can now issue checks and other negotiable documents in any branch within minutes instead of days. This means lower costs, new product offerings, happier customers, and increased revenue.

Bank of Hawaii chose Source Technologies' MICR laser printers because they...

- Offer security and reliability when printing checks on-demand in over 250 areas
- Allow for the expansion of product offerings in remote locations and their smallest branches
- Cut issuance costs, increase customer service, and deliver new revenue streams