

Academy Bank Transforms Operations in a Hybrid Environment

Efficiency, customer experience, and ease of use are a few of the many benefits community banks receive from adopting the Actian Data Platform

"Actian is a critical part of our infrastructure. Without it, we couldn't do the processing and automation needed for our banking operations."

Barry Worthy

Manager of Enterprise Architecture
at Academy Bank

In community banking, efficiency is critical, but often community banks face limited technology resources due to smaller budgets and resources that must be shared across departments. To remain competitive with the big banks, Academy Bank places a high degree of focus on its customers. With a goal of providing fast, easy, and personalized service to customers, Academy Bank needs access to data and automation to deliver services that are consistent with its focus on customer satisfaction.

As a long-time user of Actian's integration solutions, Academy Bank has created over 150 ETL (extract, transform, load) operations that handle batch data transfers at varying intervals. The bank also created several APIs to handle thousands of daily, real-time data transfers between operational systems, allowing customer-facing bank employees to access data in the core systems through form-based applications created for bank associates. This allowed Academy Bank to provide the information bank tellers and other employees needed, such as account records and financial history, without exposing the complexity of the core system delivering the information.



Challenge

Create, maintain, and expose data integrations and orchestrations using a hybrid cloud environment.



Solution

The Actian Data Platform allowed Academy Bank to securely expose previously developed integrations to cloud-based applications and third-party vendors, preventing the need to re-write integrations. Using the Actian Data Platform, Academy Bank is now delivering automated, real-time updates to its core banking system.



Outcome

Saved 4+ hours (50% of FTE time) on daily, manual data entry and developed new online services to improve customer experiences. Gained the ability to develop and migrate integrations to support cloud and hybrid-cloud infrastructure.

To support Academy Bank as a leader in community banking, these integrations were designed to facilitate the automation and orchestration of mostly on-premises systems. As the industry began to shift to the cloud, Academy Bank needed to connect and manage data in the cloud and on-premises, enabling a hybrid environment.

The Solution

Academy Bank identified an initial opportunity to leverage Actian Data Platform to simplify the onboarding process for new transaction partners by eliminating the need to set up VPNs. The VPN setup was not only time-consuming but also required four hours of manual effort daily to reconcile reports and payment postings.

After this initial success, Academy Bank began investigating the use of the Actian Data Platform to facilitate access to both cloud-based and on-premises systems. By leveraging its IT team's expertise in DataConnect, Academy Bank utilized the Actian Data Platform to expose its existing integrations and APIs to cloud-based systems.

The Results

Using the Actian Data Platform, Academy Bank was able to start small and demonstrate success with its first use cases. It was able to remove the need for new VPNs as well as the hours of resource time on data entry. It was also able to provide a way for customers to sign up for new accounts online and automate the account creation process through the bank's various systems.

Academy Bank has made significant progress in improving its customer experience by integrating a real-time update system into its core banking system. As a result, the bank can now accept payments and conduct business online with ease. This has not only enhanced the customer experience but also instilled confidence among bank associates that they have access to the most up-to-date and accurate data while assisting their customers.

About Academy Bank

Academy Bank is a full-service commercial bank with over \$1 billion in assets and 77 branch locations in Arizona, Colorado, Kansas, Missouri and Florida. Academy Bank provides a wide range of financial solutions for businesses and individuals, including commercial and small business lending, treasury management and mortgage services. Academy Bank is a wholly-owned subsidiary of Dickinson Financial Corporation, a \$3.7 billion bank holding company with two separately chartered banks—Armed Forces Bank and Academy Bank—offering clients an easy way to diversify their own banking relationships under a single umbrella. For more information, visit AcademyBank.com.

About Actian

Actian makes data easy. We deliver cloud, hybrid and on-premises data solutions that simplify how people connect, manage, and analyze data. We transform business by enabling customers to make confident, data-driven decisions that accelerate their organization's growth. Our data platform integrates seamlessly, performs reliably, and delivers at industry-leading speeds. Learn more about Actian, a division of HCLSoftware: www.actian.com.

