



CASE STUDY

Streamlining Custodial Recon with Integra RECON

Executive summary

To overcome the challenges and risks of a spreadsheet-based custodial reconciliation process, a leading regional bank partnered with Integra to implement Integra RECON. The bank is now well positioned to scale its custodial recon operations through loan acquisition.

Challenge

The bank's former custodial reconciliation process relied on cumbersome spreadsheets. It was mostly manual, presenting multiple concerns for internal and external auditors:

Integra BILLING delivers multiple key features for you and your subservicing team:

- Errors and inefficiencies
- Lack of visibility and controls
- Limited repeatability and scalability

Solution

With these challenges in mind, the bank implemented Integra RECON for their loan portfolio.

This represented a complete transformation of a key business function that increased productivity and reduced risk in three key areas:

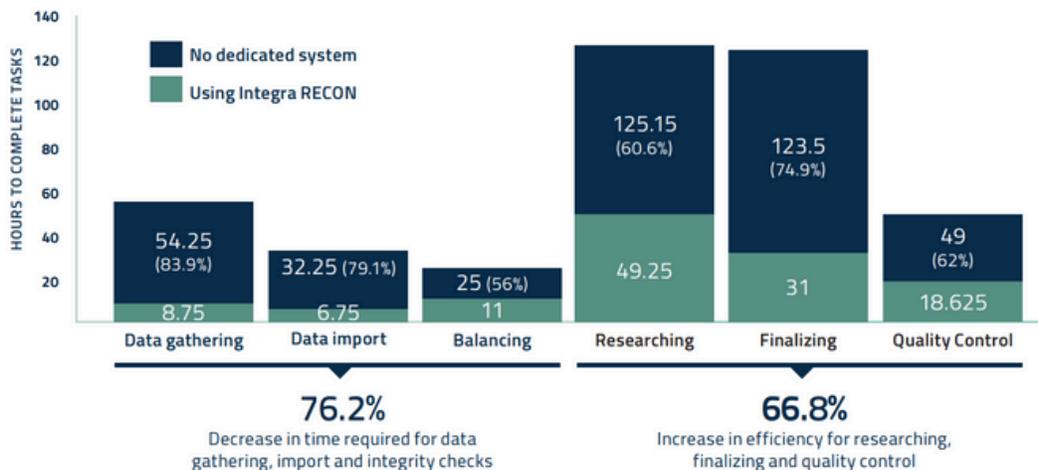
- Process automation and agility
- Visibility and reporting
- Audit and controls

"The Integra RECON suite offers a solution that was long overdue in the industry. We were impressed from day one."

— Senior Vice President
Loan Servicing

Results

With Integra RECON, efficiency increased over 69%, with significant savings across all activities.



283.7
Hours saved using
Integra RECON

69.4%
Improvement from
implementation of
Integra RECON