



Case Study

Solution Overview

Profile

NVE Bank has 11 community bank locations in Bergen County, New Jersey. They offer a variety of lending products and personalized, fast service.

Business Challenge

In order to expand to more branch locations, NVE Bank needed to increase their lending line of business. Efficiency and speed are their key objectives for completing loan documentation.

Solution

The ARTA Lending Documentation System from Bankers Systems, Inc.

Benefits

ARTA Lending provides NVE Bank with Windows-based software that is easy to learn, navigate, and use. Templates help ensure that documents are consistent and created efficiently. As a Microsoft® Certified Partner, Bankers Systems offers a lending solution that is powerful, yet easy to use.

NVE Bank Increases Efficiency and Growth With the ARTA® Lending Documentation System

NVE Bank is one of the largest community banks in the Englewood, New Jersey, area—serving businesses and consumers since 1887. Today, they offer fast, personalized customer service at 11 branch locations. With approximately \$550 million in assets, NVE Bank offers a variety of commercial and consumer loans.

The bank's goal is to add three more branches within five years. This growth initiative includes aggressive marketing to increase their lending business. To handle increased demand with increased efficiency, NVE Bank decided to work with the ARTA® Lending Documentation System from Bankers Systems, Inc.

"We have a philosophy of satisfying customer needs quickly and efficiently," explained Michelle Heil, Assistant Vice President at NVE Bank's executive office. "With ARTA Lending, we've seen a 40 percent increase in overall production, we've increased productivity, and we've streamlined the closing process."

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Michelle Heil,
Assistant Vice President at
NVE Bank's executive office

Easy Windows® Navigation

"Working primarily with preprinted forms didn't complement the way the staff works," said Ms. Heil. "We needed a better system that could help us focus on growth and expansion. ARTA Lending helps us do more. With a rapid turnaround, we can close loans quickly for customers."

Late in 2000, the bank explored several loan documentation software solutions. After evaluating the options, they chose ARTA Lending because it fit their needs in processing both consumer and commercial loans, and it suited their current loan products. ARTA Lending offered them easy navigation, uniformity in templates, and cost-efficiency.

"The Windows environment is a valuable tool," explained Ms. Heil. "With Windows-based software like ARTA Lending, the staff can easily maneuver through the different screens, moving forward or back as they need. ARTA Lending is organized and easy to work with. Plus, everyone is familiar with Windows, so training is easy."

Along with a friendly Windows interface, NVE Bank also benefits from the ability to create and use templates. "Templates give us more uniformity in our closing documents," confirmed Ms. Heil. "We know what our documents will look like in the end."

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Personalized Training

In April 2001, Bankers Systems held a two-day ARTA Lending training session for NVE Bank at their main office. Trainer Larry Anderson helped the staff customize the system to meet their needs and gave them time to practice using the software on their own PCs.

"There's nothing better than hands-on training," said Ms. Heil. "And Mr. Anderson was knowledgeable with all aspects of ARTA Lending. We had users with various skill levels, but he kept a pace that was great for everybody."

Training sessions for ARTA Lending focus on the fundamental skills that are needed to use the software effectively to produce loan documentation. Class participants learn how to set up their institution's lender information, like policy profiles and rate plans. They also practice processing various types of loans, creating and using templates, and saving and recalling loan files.

"My level of knowledge was a few steps ahead of most of my class," said Ms. Heil, "but that didn't cause a problem for our trainer. Mr. Anderson spent time with me privately to address some more advanced questions without burdening the rest of the class. I appreciate how he was there to bounce ideas off of. And, he helped us to create specific templates tailored to our needs."

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Growing With ARTA Lending

"During the first 90 days with ARTA Lending, technical support was my life line," recalled Ms. Heil. "Their response was always quick. But, ARTA Lending functions so well that I haven't had to call them again since last year. Now I have a high comfort level with the software."

As the staff at NVE Bank becomes more proficient with ARTA Lending, they plan to develop more templates for commercial loans. ARTA Lending provides the efficiency the bank needs to grow both consumer and commercial loans.

"I've had a good experience working with Bankers Systems and ARTA Lending," said Ms. Heil. "Bankers Systems' staff is insightful and knowledgeable. They provide the critical training that has helped us make the most of ARTA Lending. It's been pleasant working with them."

About Bankers Systems

Established in 1952, Bankers Systems, Inc., a WoltersKluwer company, is a leading national provider of compliance resource solutions for financial institutions and their legal counsel. The company's lending, deposit, IRA, customer identification, and anti-money laundering solutions are used by more than 12,000 financial institutions, including credit unions, banks, finance companies, mutual fund companies, and brokerage firms. Bankers Systems' software, documents, training, and support services help institutions be more productive, work more efficiently, and grow their businesses. Bankers Systems is the sponsor of ComplianceHeadquarters.com, a web site designed to provide valuable compliance information and tools to financial industry professionals.

To find out more about the ARTA Lending Documentation System, contact your Bankers Systems Account Representative or call Bankers Systems at **1-800-552-9410**.

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