

## Changing COLD Systems / Changing your Core system provider?... Minimize the affect!

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### Changing COLD or CORE System Providers? What else does that decision affect? Teller, Platform, COLD/ERM and Archival Storage & Retrieval Technology? Odin COLD/ERM systems; long-term archival solution transcends changes in Core Provider Systems - Designed for lasting value and performance!

It is inevitable that at some point, every financial institution will need to evaluate its Core Processing Provider relationship. Of course, this presents the opportunity (and the challenge) to look at virtually everything that touches the Core system, one way or another.

With this said, as a COLD/Enterprise Report Management technology vendor, IFS and Odin are well positioned to handle any new core provider's print out stream as elegantly and efficiently as is being accomplished today with your existing core system. IFS has positioned Odin COLD/ERM technology as a long-term archiving system solution that is structured to endure numerous core publishing system transitions over the years. Having been in the business for over fifteen years, we have in fact experienced a number of such transitions with our Odin COLD/ERM clients.

Some of the transitions were the result of core provider acquisitions (i.e., in the banking marketplace... Fiserv acquired NCR StarCom, Open Solutions, Inc. (OSI) acquisition of Fitech and others, Connecticut On-line Computer Center's (COCC) internal transition from their original legacy system to their OSI based Insight System, etc, etc.) Typically, the acquiring organization will continue to support the newly acquired "legacy" systems while they attempt to coax users away from those systems and on to the company's premier core system/solution. After all, this is where economy of scale comes in, and it would be too expensive for them to support all of the acquired systems and legacy technologies for any extended length of time. Through all of this turmoil, any of the financial institutions that have Odin usually remain with Odin. *As an independent COLD/ERM solution for banks and credit unions, Odin is typically the one constant in a scenario of numerous ongoing technology changes for many institutions.*

Yet, other transitions and core system change decisions were and continue to be the result of independent client review and consideration of alternative core vendors or COLD system providers as their contracts approach renewal or significant system upgrades were required. From our beginning it was clear to us that as a vendor for long-term archival storage of reports and customer statements for our clients, we had to be in a good position to accommodate these transitions, elegantly and efficiently.

Some recent examples of this as well as other relevant Odin COLD/ERM success stories follow:

**Webster Bank, Waterbury, CT**, a long-term Odin COLD/ERM system user (since 1992). Webster Bank has been a Unisys/Miser (now Fidelity) user since 1992 and is now undergoing a transition to Fidelity's Commercial Systems with reporting coming into the Odin system from some six separate processing centers, consolidated through one print server and routed through Odin's Front End Preprocessor and AutoLoad system, where everything gets organized by application, indexed, compressed and filed to the Odin Archive system for immediate on demand use throughout the Webster Bank internal user community. To accomplish this, IFS redesigned the flexible Odin menu structures used by Webster Bank to match the new core systems print behavior and classifications. Menus were also structured so proper users could easily identify and independently secure Conversion from Test and regular Production work. Webster bank is very pleased with the results and continues to leverage its long term investment in Odin COLD/ERM architecture and technology. In preparation for this conversion, Webster Bank upgraded to our most advanced COLD/ERM system Odin-SQL and added our browser based interface OdinNet-SQL as well. Together they provide the right interface to the right internal client based on network resources and need. In both cases, our advanced COLD/ERM technology offers the simplicity, power and flexibility typical of OdinView and OdinView-2000 with the added benefit of underlying MS SQL-Server database architecture and detailed level user activity monitoring and logging. This facility now allows the bank to monitor how internal users utilize company data

(reports and customer statements of various types). ***In recent years, this has become increasingly important as data security and privacy laws impact IT requirements of financial institutions as concerns data security practices and technologies.***

Even though Fidelity offered Webster Bank their own COLD/ERM solution as a replacement for Odin, the bank realized that the value of the Odin legacy data and system, including a vast amount of data from several acquisitions, and recognized no justification (Cost or Operational) or value in converting that data to some other “unknown” COLD/ERM system. In addition, with all of the substantial changes brought about as the result of the core system conversion, the one consistent element the users would be able to count on is the OdinView COLD/ERM system as a means for viewing reports and customer statements, for performing daily balancing and research/adjustment activities. Additionally, Webster Bank’s long-term positive experience with Odin and IFS support services offered no incentive or compelling need for the bank to change what was already working extremely well. The Odin system technology was contemporary, efficient, relatively inexpensive, reliable, compliant and easy to use. The bank is able to continue to compound and extract lasting value with Odin well into the future. ***This eliminated the impact of a new COLD/ERM system in terms of conversion, user training, and IT resources to deploy and implement a new system while literally everything else in the core processing system changed.***

**Middlesex Savings Bank, Natick, MA**, another long-term Odin COLD/ERM system user (since 1989), Middlesex Savings Bank is the 6<sup>th</sup> largest mutual savings bank in the United States and has grown from approximately \$700 million to over \$3 billion in assets since Odin COLD/ERM technology was initially installed and implemented for the bank. They too are a Unisys/Miser user and will convert their core system from Miser to Open Solutions (OSI) TCBS in-house system sometime this November. Earlier in the year, Middlesex Savings Bank was offered an alternative COLD/ERM solution from OSI and ***choose to remain with Odin COLD/ERM solution based on known value, contemporary technology with an easy, no-conversion upgrade path to advanced COLD/ERM (Odin-SQL), a huge preexisting Odin legacy database (literally everything that was produced in print from their core Miser system since 1989!), intimate internal knowledge of Odin at the user and operational levels as well as a very high level of satisfaction with Odin and IFS support services over the years.*** IFS has already delivered all of the menu and indexing parameters for Middlesex Savings Bank’s OSI system which is already being used to process, distribute and view OSI test reports as the bank continues its preparation for the full system conversion.

**Liberty Bank, Middletown, CT**, Odin COLD/ERM was used to replace an existing COLD system that was just not working well for the bank. Starting in 1989, IFS attempted to win over the business from Liberty Bank and eventually succeeded in convincing bank management to take a look at Odin as they were not pleased with their existing COLD vendor/solution. In the board room with at least a dozen in attendance, the audience asked tough questions which underscored their frustration with their existing solution, and watched as we demonstrated the ease with which Odin was able to address these specific user functional concerns. In June of 1998, Liberty Bank made the decision to proceed with Odin. After the system was installed and implemented, we visited the EVP of Information Technology in a follow-up review session and asked if Odin met their expectations. His response was that Odin was probably one of the best technology implementations the bank had ever witnessed! He went on to tell us that Odin and IFS delivered all that was presented in the presentation and demo. Expectations were not only met but clearly exceeded. Liberty Bank has been an outspoken proponent of IFS and its Odin COLD/ERM technologies ever since. ***Today***, Liberty Bank operates our most advanced COLD/ERM solutions including Odin-SQL with user activity auditing and monitoring, advanced “e-Security” advanced e-Compression, Forms Overlay, AutoLoad, and our browser-based interface, OdinNet. Liberty Bank is also an extensive user of several other functions and features of Odin including data extraction and use of report data extraction templates, used to make data available to other applications for ad-hoc reporting, etc.

**Hudson River Bank & Trust, Hudson City, New York**, A Unisys/Miser in-house system client, IFS was invited to make a presentation on Odin COLD/ERM at the bank on April 7, 2003. The presentation was given to approximately 15 people in the board room, only one of which was known to us. We fielded numerous tough functional and “how to” questions which were founded in their experiences and difficulties in utilizing their current COLD/ERM systems. Following the presentation, we felt that we had done a good job addressing specific questions and provided an overall cohesive presentation on our Odin system’s capabilities.

Shortly thereafter, IFS received a contract to replace the two existing COLD/ERM systems from competing vendors, including Bell & Howell PCI Reports (later acquired by SER/Macrosoft) and TREEV. Odin represented the banks third attempt in a few years to achieve a wide spread successful implementation of COLD/ERM technology for the

bank. Hudson River B&T selected our most advanced Odin-SQL COLD/ERM with e-Security, e-Compression, Forms Overlay, and AutoLoad for deployment to some 100 internal users. IFS also performed a massive data conversion (approximately 200 gigabytes) to move all of the Miser reports and statements from the displaced COLD/ERM systems to the Odin System so the bank would only need to work with a single source for all report and customer statement research from that point forward. The implementation and conversion were both extremely successful and Odin was deployed bank-wide. The bank was later acquired by First Niagara Bank where Odin continues to provide the necessary records accessibility for all of HRB&T's COLD/ERM data.

**Athol Savings Bank, Athol, MA,** Converted from NCR StarCOM to Bisys. Bisys actually offered an alternative COLD solution at no cost to the bank. Athol Savings Bank decided to move ahead with the alternative solution based on cost and a relatively short (1 .5 year) term with the Odin system. Several months after conversion to Bisys and implementation of the alternative COLD/ERM system, Bisys announced that they were "sun setting" their COLD/ERM system and would no longer offer support for it. The bank faced a rather expensive upgrade to Bisys' new alternative COLD/ERM solution. Rather than face this expense, Athol Savings choose to reinstate its active license with Odinvew-2000 and even upgraded the license

And there were still others, as follows...

- **Atlas Savings Bank, Brooklyn, New York,** Converted from NCR StarCom to Fiserv Vision
- **Chelsea Groton Savings Bank, Groton, CT,.** Converted from COCC Legacy to COCC/Insight (OSI TCBS Private Label and Customized)
- **First County Bank, Stamford, CT,** Converted from COCC Legacy to COCC/Insight (OSI TCBS Private Label and Customized)
- **InsurBanc, Farmington, CT.** Converted from NCR StarCom to Fiserv Vision.
- **Lafayette Federal Savings Bank, Fall River, MA.** Converted from NCR StarCom to Fiserv Vision
- **Millbury Savings Bank, Millbury, MA.** Converted from NCR StarCOM to Fiserv Vision.
- **NewMil Bank, New Milford, CT,** Converted from in house Unisys Miser to in house OSI/TCBS.
- **Roxbury Highland Bank, Roxbury, MA,** Converted from NCR StarCom to Fiserv Vision
- **Savers Bank, Southbridge, MA.** Converted from NCR StarCom to Fiserv Vision
- **United Bank, West Springfield, MA,** Converted from COCC Legacy to COCC/Insight (OSI TCBS Private Label and Customized)
- **Woronoco Savings Bank, Westfield, MA,** Converted from COCC Legacy to COCC/Insight (OSI TCBS Private Label and Customized)

Odin COLD/ERM systems have a proven tradition and history of enduring numerous core system changes. As such, Odin represents a long-term lasting value proposition for any institution that adopts and embraces it for all of their records storage and retrieval for COLD/ERM applications.

Integrated Financial Systems, Inc.

***Odin***  
**COLD/ERM - Compatibility**

