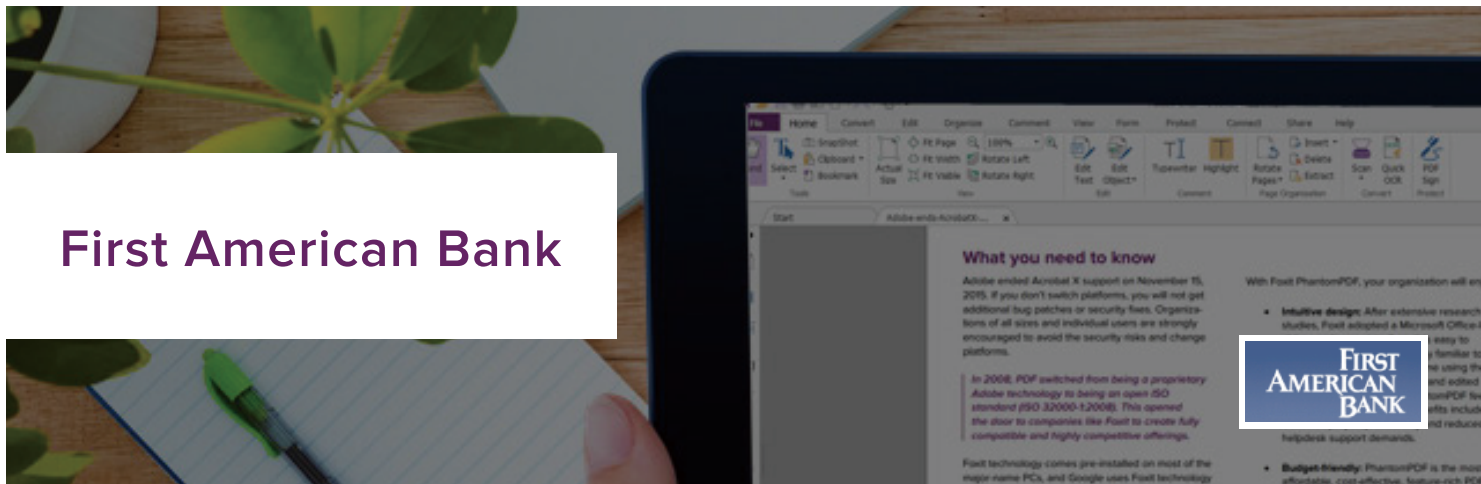


foxit CASE STUDY

First American Bank



Challenges

First American Bank was searching for a PDF solution that automated their business processes and organized their paperwork to reach their goal of being a paperless office. The implementation was expected to operate for all the units of the bank. Therefore, to reduce IT deployment and support costs, it was necessary to standardize on a single PDF solution with an easy licensing model that fulfilled the entire organizations' needs.

It was critical for the First American bank to find a PDF solution that included efficient content management features - allowing their staff to scan, view, convert, annotate, and organize their PDF documents at any time. In addition to these features, it was critical for the bank to ensure the protection of their information. Therefore the selected solution should have a robust security implementation. As a final requirement, it was essential for the team that the PDF solution could perform well in Citrix environments. "Ninety-nine percent of the users at the bank work with Citrix desktops.

As a result, finding a PDF solution that worked within a Citrix environment was a primary requirement for our team," said Dave Duchaj, Senior Vice President at First American Bank.

Foxit Solution

The IT team had used Foxit Reader before in their Citrix environment. Its great performance within Citrix desktops caused them to consider Foxit again for this project. "We added Foxit PhantomPDF to our base installation and tried it out performing routine daily tasks. The solution worked really well for printing/converting a document into PDF and to organize and combine multiple PDF documents together," said Duchaj. "Organizing PDF files was done in seconds just by dragging and dropping pages from the page panel. We couldn't be more convinced that Foxit was the right solution for us."

First American Bank is an Illinois-chartered, privately held, full-service bank with nearly 50 Chicago area locations and more than \$2.5 billion in assets. The bank has the strength and stability that comes from a consistent, diversified earnings stream, strong internal equity generation, sound asset quality, and a liquid and conservative balance sheet.

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Foxit PhantomPDF was implemented on all the Citrix servers covering all the bank's units displacing several competitive products. Now, Foxit is used for different purposes and tasks – for example, loan officers use it for creating electronic loan packets by scanning and converting them into PDF; other departments integrate document images into a PDF document, create compound PDF packages, and then securely email them to their customers. As a result, it was very easy for the bank's staff to share information with their customers and for them to review their various bank issue documents.

Additionally, having a single PDF solution for the entire organization made it much easier to transition to a new product. The already familiar ribbon-based user interface of Foxit PhantomPDF sped up the learning curve of employees in learning the new product. “The great customer service provided at Foxit made of this implementation less painful than it could otherwise have been. The support team has always been fantastic, friendly, fast, and very easy to work with,” said Duchaj.

Results

Foxit PhantomPDF is a secure and effective solution that revolutionized the workflow processes at the First American Bank. It enables them to:

- Reduce cost by having a consistent PDF solution that fulfills everyone's needs.
- Protect their investment in existing PDF documents since PhantomPDF is standard compliant.
- Easily deploy a high performance PDF solution in their Citrix environment.
- Effectively implement paperless office workflows, allowing them to easily create, organize, combine and email PDF packages to their customers.

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