

## The Solution

### About the Customer

A publicly traded financial services company with over 6,000 locations providing services to over 23 million customers throughout the nation was using a typewriting system in order to issue checks from a preprinted form.

When they discovered that TROY Printers allowed them to print checks using a blank form and eliminated the time it takes to juxtaposition each check before typing all of the information into preset blocks.

In attempt to simplify their check printing process the financial services company determined it was in their best interest to use the TROY MICR 2300 and 4250 Printers throughout the company including their banking, insurance, investments, mortgages and consumer finance services segments.

Utilizing the TROY Solution since 2003, this financial services company has been able to provide better security, faster services with localized issuance while increasing the check quality. The cost of forms and expensive overnight courier fees have dramatically decreased. As an added bonus they have eliminated the opportunity to loose or damage documents during the delivery process.

After adopting this solution for check printing applications this financial services company was pleased with the quality of documents that were being produced. As a result when the federal government introduced the Check 21 Act, they choose TROY as their resource for printing Substitute Checks also known as Image Replacement Documents (IRDs).

Producing IRDs with the TROY MICR 4250 Printer produced a potential savings of \$75 million a year in courier fees. This method has allowed them to increase their level of customer service. The ability to print a Substitute Check while the customer is in the customer service area has eliminated long wait times.



## The Result

The ability to produce check and other MICR documents in house has resulted in a savings of time, resources and money. With the potential savings exceeding \$75 million a year these financial services executives are pleased with the solution.

"The equipment requires little attention...all departments are happy with the function and ease of use aspects of the TROY Printers," according to othe Senior Purchasing Manager.



\*\* To protect customer privacy TROY does not disclose customer names without written consent.

Business Partner



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