

TRANSFORM YOUR DIGITAL BANKING EXPERIENCE




AURORA
ADVANTAGE

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CASE STUDY

F The **C** Frederick **B** Community **A**nk

DIGITAL BANKING JOURNEY

Jake Pietkiewicz
The Frederick Community Bank

CSPI has a long standing history with The Frederick Community Bank as they began their partnership in 2005, serving as TFCB's item processing provider. As TFCB's online and mobile banking contract was nearing in 2019, they reached out to their trusted partner of 15 years to explore Aurora Online and Mobile Banking and see what the hype was all about.

Shortly after the demo, an installation date was set and TFCB went live with Aurora Online & Mobile Banking. We reached out to Jake Pietkiewicz, VP of Information Technology and Operations, two months later to see why TFCB selected CSPI's platform and how their financial institution and their customers had transitioned to the new technology.

Why did you choose CSPI's Aurora Online & Mobile Banking product?

We chose to partner with CSPI as our Internet Banking and Mobile Banking vendor because they provided a unified platform in the most important area of banking - the customer-facing side. CSPI's Aurora Online & Mobile Banking product allowed our community bank to provide essential and exciting services on par with much larger banks, all within our bank's budget.

Are there any particular features that impacted your decision, or that your customers really enjoy?

Our customers enjoy the mobile app especially since it simplifies the user experience and integrates features like eStatements, Debit Card Control, Mobile Check Deposit, Bill Pay, eBills, Picture Pay, and more!

ENGAGING THE CUSTOMER

Have you experienced an increase in use since implementing?

We have seen over a 20% increase in mobile users over our last Internet Banking & Mobile banking vendor.


How has your bill pay integration with Allied Payment Network been?

The overall experience of partnering with CSPI & Allied for bill pay has been a great one! Both companies have great employees and support that made the switch a relatively painless one. We are looking forward to being a Beta site for real-time payments in the near future!

Are customers utilizing Picture Pay, P2P and eBills? Any feedback?

Customers are utilizing Picture Pay, P2P and eBills; eBills is going off with a very quick adoption rate. Picture Pay and P2P is getting off a little slowly, but we definitely expect it to pick up as more and more users utilize the products. Picture Pay is a new and exciting option, but just like with any new technology, adoption starts slow and then rapidly increases.

In summary, we are always seeking to improve the user experience for our customers. CSPI's Aurora Online & Mobile Banking has allowed us to attain our goals once again!



"IF PEOPLE LIKE YOU,
THEY'LL LISTEN TO YOU,
BUT IF THEY TRUST YOU,
THEY'LL DO BUSINESS
WITH YOU. "

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