



Remote Deposit Capture Case Study

CSPI partnered with City National Bank in Taylor, TX (CNB) as their item processing solution provider in 2003. In 2006, CNB expanded their partnership and were an early adopter of CSPI's eDeposit application. When CSPI introduced a web-based product in 2019, CNB knew they wanted to be an early adopter in effort of providing their customers a more secure environment utilizing multi-factor authentication, not to mention an easier deployment method for their bank.

The Challenge

We were seeking a product to help reduce the amount of time customers spent in the teller line making deposits. We also wanted to reduce the time spent making corrections when deposit items didn't match the deposit totals.

After viewing a demo of CSPI's eDeposit product, we thought it would be a good solution to eliminate some of the current issues we were facing.

It then became an important tool in gaining/retaining customers, especially out of town customers.

The Solution

Implementing eDeposit was incredibly easy for the bank and our customers. I never have to worry about installation issues because I know that a CSPI representative is always available to help with any issues that may arise during the installation process.

We have recently started to migrate our customers to WebDeposit and it is even easier to implement with their one-click deployment.

When our customers see how easy the eDeposit or WebDeposit applications are to use, they are always thrilled!

Why Aurora DB

We realized using CSPI's remote deposit capture option was a good choice when we no longer spent large amounts of time processing deposits. Plus, customer account balances improved because they were able to quickly submit deposits and didn't have to rely on the postal system or driving to the bank to make deposits.

Consumers have a lot of options available when it comes to banking. It is important for CNB to stay competitive and offer the best products and services available. Having CSPI's RDC products available to offer our customers has been a huge asset in staying competitive and providing our customers the services they want.

WebDeposit | Case Study

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City National Bank

Serving Central Texans for over 100 Years