



## Increasing Loan Servicing Efficiencies, Providing Strategic Planning

### Bank One

- \$275 billion in assets
- Serves more than 6.9 million retail households
- Sixth-largest U.S. bank holding company
- More than 1,800 banking centers and a nationwide network of ATMs
- Fifth-largest commercial bank in the United States
- Third-largest credit card issuer in the United States

### Fidelity's Solution

- Delivers best-of-breed loan servicing software that increases efficiencies and eliminates redundancies
- Strategically aligns loan processing platform
- Delivers the most up-to-date software available and virtually eliminates expenses for upgrades and federal compliance

Through a series of mergers and acquisitions, Bank One has continued to grow its business and become one of the leading financial services organizations in the United States. As a result of its rapid business growth and many acquisitions, the bank needed a unified lending system. Bank One wanted a simplified operating environment that offered a highly diverse set of products – allowing the bank to efficiently and effectively serve its customers.

Bank One has assets exceeding \$275 billion and operates more than 1,800 banking centers and a nationwide network of automated teller machines (ATMs). It offers a full range of financial services to large corporate and middle-market commercial and retail customers. A major commercial bank in the United States and in select international markets, Bank One provides traditional lending, treasury management, investment management, corporate trust, corporate finance, private banking, international and other financial services. Through Bank One's network of offices and partners, customers have access to more than 23,000 locations on five continents and approximately 2,500 correspondent banks in more than 60 countries.

### The Challenge

Lack of uniformity in loan accounting systems was one of the greatest challenges for Bank One. After numerous acquisitions, the bank was using nine loan accounting systems – most were antiquated – resulting in disparate products and functionality. The systems provided limited feature and function capabilities, and lacked the scalability to meet Bank One's growing portfolio. Bank One sought a superior loan servicing system with rich feature functionality that would allow the bank to seamlessly convert its customers to a single loan servicing platform and would accommodate its growth goals.

### The Solution

After an exhaustive search for potential loan accounting systems, Bank One selected Fidelity Information Services' (Fidelity), a division of Fidelity National Financial, Advanced Lending Solutions (ALS) Servicing Manager as the application of choice to replace eight other systems. Fidelity's ALS Servicing Manager is a highly sophisticated, scalable retail lending system that provides automated account management and proactive customer care for the life of the loan. Utilizing Fidelity's application, Bank One created a consistent product line for consumer lending and business banking.

After a successful uniform product line launch for consumer lending and business banking, Bank One launched a similar uniform product line for its private banking and home loan servicing groups as well. Fidelity's ALS Servicing Manager was selected as the system of choice for processing the uniform product line for each of these divisions. Bank One also deployed the ALS Servicing Manager platform for Banc One Credit Company – Bank One's indirect lending group.

"Fidelity's Advanced Lending Solutions has become the surviving system in some large bank consolidations, including Bank One," said Christine Pratt, TowerGroup's senior analyst for consumer credit. "To support the conversion efforts, other new business, and existing clients with diverse needs, Fidelity uses in-house staff with specialized skill sets."

Bank One has developed a highly effective governance process – similar to a steering committee – which not only allows Fidelity to participate in and support the bank's long-term planning and software development requirements, but also engages Fidelity to support the bank's overall vision.

### **The Results**

Bank One conducted an extensive cost and benefits analysis on Fidelity's ALS Servicing Manager software. The results

revealed increased earnings for Bank One through the availability of new products and features and decreased cost of ownership through efficiencies in loan servicing. Bank One now has a feature-rich, stable, flexible and scalable loan accounting system that is used throughout the organization for its retail lines of business. Bank One and Fidelity completed the process of transitioning 2.2 million accounts onto Fidelity's ALS Servicing Manager system.

In addition to providing superior efficiency, automation and comprehensive feature functionality, Fidelity provides value to Bank One by offering extended services through the application service provider solution. This solution enables Bank One to capitalize on the most current technology by providing the latest software releases. This approach virtually eliminates the technical expenses related to release upgrades and federal regulatory compliance.

"Fidelity's Advanced Lending Solutions suite provides a lot of value to Bank One because it allows us to offer a highly diverse set of products on a single loan accounting platform; whereas in the past, we have had to use multiple loan accounting platforms to provide that diverse set of products," said Forrest Richardson, senior vice president and director of loan servicing systems for Bank One.

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**– Forrest Richardson**

Senior Vice President and Director  
Loan Servicing Systems  
Bank One

*Proven Solutions.  
Powerful Vision.*

For more information about Fidelity Information Services, call 800.874.7359 (U.S.), 501.220.4999 (International), e-mail [fnfis.marketing@fnf.com](mailto:fnfis.marketing@fnf.com), or visit Fidelity's Web site at [www.fidelityinfoservices.com](http://www.fidelityinfoservices.com).

