

» SunTrust Success Story

SunTrust Bank

- \$182.1 billion in assets
- \$124 billion in deposits
- Headquartered in Atlanta, Georgia
- Nearly 1 million retail loans



Financial Services Organization Benefits from Single Retail Lending Platform and Long-term Partnership

SunTrust Banks, Inc., with assets of \$182.1 billion and deposits of \$124 billion as of December 2006, is one of the largest and strongest financial holding companies in the U.S. Through its flagship subsidiary, SunTrust Bank, the company provides deposit, credit, and trust and investment services to a broad range of retail, business and institutional clients. Other subsidiaries provide mortgage banking, credit-related insurance, asset management, brokerage and capital market services. Atlanta-based SunTrust enjoys market-leading positions in some of the highest-growth markets in the U.S. and also serves customers in selected markets nationally. SunTrust enjoys an extensive distribution network throughout Alabama, Florida, Georgia, Maryland, Tennessee, Virginia and the District of Columbia. In addition, SunTrust provides customers with a full range of technology-based banking channels, including internet, personal computer and telephone banking.

The Platform Challenge

As one byproduct of its successful acquisitions and mergers over the years, SunTrust acquired disparate loan processing systems. By the fall of 2001, SunTrust was operating a proprietary system developed more than 20 years earlier and customized for 27 former subsidiary banks, which were consolidated under a single charter in 1999. To ensure SunTrust's ability to continue to offer competitive products in a timely manner and achieve enhanced operating efficiencies, SunTrust elected to migrate to a state-of-the-art system with a common design/format for the entire enterprise. Moving to a single platform would also position SunTrust to reduce corporate operating costs and take advantage of potential income opportunities. To assist with this project, SunTrust was committed to identifying a value-added business partner that shared SunTrust's commitment to customer service and that demonstrated a strong dedication to research and development. SunTrust wanted a leader in the industry and one that would support its vision for a single platform, whether in an outsourced agreement or an in-house, internal environment.



FIDELITY NATIONAL
INFORMATION SERVICES



In 1998, SunTrust completed a side-by-side comparison of systems and decided that Fidelity National Information Services, Inc. (FIS) offered a loan servicing application that would provide SunTrust with the ability to enhance service to its clients and provide the capacity to expand as growth goals were repeatedly achieved and surpassed. FIS provided SunTrust with a solution that exceeded the needs of its customers by providing enhanced information, speed and flexibility.

The Solution

In November 2001, SunTrust successfully converted nearly half a million loans with outstanding balances exceeding \$6 billion to the FIS Advanced Lending Solutions (ALS) Servicing Manager package. And this wasn't even the entire portfolio. The ALS system was already being used by one of SunTrust's recently acquired institutions, Crestar Bank, a Virginia-based banking organization. There were many technical advantages to the ALS Servicing Manager system, such as flexibility and scalability. A key factor in the selection process was FIS' dedication to ongoing research and development. This dedication enables SunTrust to focus on its customers – on improving sales results, developing and enhancing products, and providing superior customer service – the attributes that differentiate SunTrust from the competition. ALS Servicing Manager provided a comprehensive solution for SunTrust, including support of all lending products across a broad spectrum – direct and indirect loans, credit lines, installment loans and variable rate offerings – all with creativity, efficiency, flexibility and an array of feature functionality.

ALS Servicing Manager is a single system that provides operational efficiencies such as reduced processing costs, leveraged technical support staff and manageable interfaces. The servicing product supports portfolio growth – a crucial aspect for SunTrust – by facilitating functions such as the creation of new product offerings through the use of the software's predefined parameters that govern processes such as billing, interest accruals and delinquency tracking.

Not only did ALS Servicing Manager meet the immediate SunTrust challenge, but the solution also provides future expansion potential for private banking and small business applications.

The Results

FIS was soon put to the test when SunTrust required its key business partner to assist in the conversion process for the acquisition of Huntington Bancshares' Florida banking franchise. With the flexibility, capital intellect and quality resources that make FIS an industry leader, FIS set out to assist with this

complex transaction. FIS had to move quickly to transfer Huntington loans to SunTrust's consumer servicing systems because the Huntington franchise systems were going to continue to exist. This transaction had to occur with no disruption to the Huntington systems. Once again, FIS committed the right resources and met SunTrust's expectations as a value-added business partner.

SunTrust cites the successful internal system conversion to ALS Servicing Manager in 2001 as a prime example of FIS' successful merger integration capabilities. FIS also continues to identify products, system features, enhanced functionality, and wraparound or auxiliary services (front-end servicing systems, etc.) to further strengthen the relationship with SunTrust by helping SunTrust meet its efficiency and profitability targets.

"The technical expertise and creative thinking FIS brings to the SunTrust/FIS partnership is a value-added aspect of the relationship," said Randal Bryan, Enterprise Information Systems vice president for SunTrust. "We view FIS as a key business partner, strategic ally and solid linkage to other IT service providers. With our strong FIS relationship, SunTrust can leverage FIS' position to network with industry peers/competitors and other technology-oriented firms to keep abreast of new developments."

FIS has provided SunTrust with a systems solution that provides the results SunTrust requested, and the companies have developed a long-term, trusted partnership. James "Bubba" Small, a senior vice president in Consumer Lending with SunTrust, recognizes the value of the FIS/SunTrust partnership by highlighting the team approach to tackle both everyday and strategic issues.

"In working with FIS, the most effective approach to problem solving or strategic development has been the concept of teamwork," Small said. "We share our strategic vision with FIS and know that they will deliver a solution that meets our needs and provides advantages that we may not yet have identified. Having the FIS relationship allows SunTrust to focus on what we do best – financial services – and has enabled us to leverage the FIS business solution in ways that help us to deliver on our commitment to providing high-quality service to our customers."

FIS' Solutions:

- Offer SunTrust a sophisticated, flexible and integrated consumer-lending platform
- Provide value-added, business partner services
- Share SunTrust's passion for service excellence, cost containment and innovative thinking
- Position SunTrust for the future





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