

The OnBase Payoff

- Simplify investigations with easy entry and reporting of critical information
- Accelerate investigations with improved access to case files and critical information
- Streamline investigations with simple retrieval of information from other systems

Streamline fraud investigations with OnBase

In resolving fraud cases, relying on inefficient spreadsheets leads to time-consuming and disorganized investigations that are frustrating for members or customers. It's difficult for investigators to access and filter through long lists of important information such as member or customer identification, type of fraudulent crime and amount of money involved. Investigators need a better alternative to basic spreadsheets; they need a simple way to organize, access and connect each piece of critical information, including information across business applications.

OnBase allows financial institutions to easily log, access and interact with critical data involved in fraud investigations.

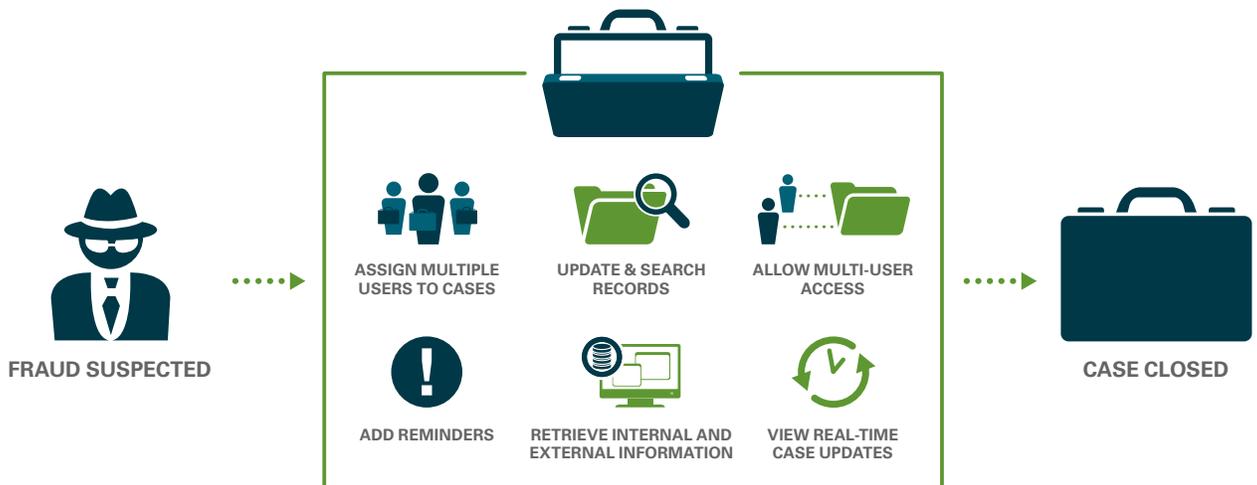
Simplify the investigation with easy entry and reporting of critical information

With OnBase, investigators easily create new case records, update the status of the case and even link multiple cases together.

When fraud is suspected, a manager creates a new case and assigns an investigator as the owner. The manager can also add additional investigators to the case if needed. As supervisors assign cases, they can easily view the workload of each investigator through dashboard reports, re-assigning cases if necessary.

Investigators easily enter essential case-related information and status updates. Each time an investigator updates the status, OnBase automatically logs the date, time and investigator's name – keeping all fraud personnel informed and up-to-date. Investigators easily link multiple cases involving a single victim, allowing them to review all relevant fraud information for that client in one location.

As a client's case progresses, investigators add reminders with notifications, prompting fraud personnel staff to continue moving the investigation forward.



Accelerate the investigation with improved access to case files and critical information

With OnBase, personnel easily search through lists of cases to find the specific records and information they need. All personnel view the most current information, even while others are reviewing the same content, allowing them to access content exactly when they need it and accelerating the overall investigation.

With preconfigured filters, personnel easily retrieve cases based on certain criteria. For example, investigators can view all open cases, specific cases by investigator or all linked cases. While viewing a list of cases, they can search for specific information such as member or customer ID or a specific status update.

Investigators also easily create their own filter and save it for later use – allowing them to personalize their interfaces and simplify their work. For instance, if they frequently search for cases over a certain amount of money, they could save that filter and refer back to it as cases involving a significant amount are added to the system.

Streamline the investigation with simple retrieval of information from other systems

OnBase eliminates the need to jump between multiple spreadsheets and applications to locate information vital to investigating a case. The seamless integration with key business applications, such as core banking platforms, allows investigators to view all the information they need in a single, centralized location, improving the efficiency of the investigation.

For example, investigators quickly access the bank's customers list or the credit union's member list directly from OnBase, which allows them to review case information alongside specific details surrounding the member involved in the case.

Equip your investigators with the tools they need to efficiently close fraud cases and protect your members or customers. Built using OnBase Case Manager, this fraud investigation management solution simplifies, accelerates and streamlines your investigation.

Learn more at Hyland.com

OnBase
a Hyland Software solution