

SUNTRUST IMPROVES CHECK DISBURSEMENT AND DATA SECURITY WITH CSC'S SOFTWARE APPLICATIONS

Bank Consolidates Corporate Check Delivery Platforms and Introduces Advanced Encryption Capabilities

Data security is a growing concern of consumers, businesses and financial institutions, as headlines trumpet security breaches that expose customers' private information to theft and fraud. Several pending local and federal regulations will create even more stringent requirements to protect customer data.

In the face of these banking industry challenges, and to continue its business strategy of being a trusted financial service provider, SunTrust identified treasury management technology as a way to continue to enhance its business and commercial product offerings.

At the same time, SunTrust's Enterprise Technology Risk Management program mandated improved ways to identify, measure, and manage risk for the bank and its clients. As one step to meet its division goals, SunTrust consolidated its check image delivery platforms to the CheckVision® software applications provided by Computer Sciences Corporation (CSC). CSC's state-of-the-art technology helped protect customer data, reduce complexity and operating costs, and helped continue SunTrust's position as an industry leader in the business and commercial banking markets.

"SunTrust is committed to providing our clients the most innovative, safe and convenient financial experience possible," said Steve Mason, vice president and manager of disbursement products in Business and Commercial Product

Management for SunTrust. "CSC has been instrumental in developing processes and technology to ensure SunTrust protects customers' critical information in a secure and timely manner."

SunTrust: A Leader in Commercial Banking

SunTrust Banks, Inc., headquartered in Atlanta, is one of the nation's largest banking organizations, serving a broad range of consumer, commercial, corporate and institutional clients. As of June 30, 2006, SunTrust had total assets of \$181.1 billion and total deposits of \$124.9 billion. The company operates an extensive branch and ATM network throughout the high-growth Southeast and Mid-Atlantic States and a full array of technology-based, 24-hour delivery channels. SunTrust also serves customers in selected markets nationally.

Its primary businesses include deposit, credit, treasury management, trust and investment services. Through various subsidiaries, SunTrust also provides credit cards, mortgage banking, insurance, brokerage, equipment leasing and capital markets services.

Innovation in Protecting Customer Data

In 2004, SunTrust's Enterprise Technology Risk Management group issued corporate mandates to enhance processes and technology to protect valuable client information. "SunTrust wanted to ensure

CASE STUDY

- Lowered Disbursement Product Delivery Costs by 63%
- Improved Security and Theft Protection for Clients
- Generated New Fee-Based Revenue from Commercial Lines
- Launched Innovative Cash Management Products
- Reduced Complexity in Banking Products and Product Support

SunTrust

"CSC's level of service, prompt responsiveness, technological advancements, and ease of use have impressed SunTrust clients and staff alike. We are also very excited about the progress to date and the enhancements projected over the next year."

STEVE MASON
SUNTRUST



that, at an enterprise level, all our business units understood the need to protect customers' confidential information," said Mason. "Our team was responsible for fulfilling that mandate in an innovative way, so that the processes and technology meet our needs now and in the future."

SunTrust's disbursement products group created a pro-active, three-phase project and allied with CSC to develop a range of innovative digital treasury management products for its corporate clients.

- > **Phase I:** SunTrust improved its existing legacy CheckVision software from CSC to the upgraded CSC release enterprisewide. SunTrust first used CSC's CD-ROM Plus to replace CD-ROMs for clients in the Mid-Atlantic region as well as the cash management clients from other recently acquired financial institutions.
- > **Phase II:** SunTrust replaced legacy CD-ROM platforms for its clients in the Southeast with CD-ROM Plus and rolled out CSC's Encryption to all SunTrust clients.
- > **Phase III:** For 2006-2007, operational enhancements are underway to streamline the delivery process and provide additional features for check imaging and reporting.

Consolidation Reduces Costs, Improves Ease of Use

By eliminating redundant check imaging systems and consolidating services on CheckVision software in 2005, SunTrust reduced its unit costs, saving money on internal staffing, yearly software maintenance, and even on furniture. SunTrust was able to retire its expensive mainframe legacy system, which also didn't support client/server architecture. By consolidating operation centers, SunTrust also freed up resources for redeployment to projects more consistent with the bank's current business goals.

Operational costs for disbursement imaging were cut by 63 percent over the previous year. These consolidations and innovations contributed to SunTrust improving its efficiency ratio in 2005 by 2.4 percent, or 146 basis points, over the previous year.

CSC'S SOLUTIONS

CheckVision's short-term archive and integrated delivery components store electronic bank statements, account reconciliation reports and check images for 45 days and enable banks to provide this information to their customers by CD-ROM, DVD or the Internet. By providing unique customer encryption keys, physical data transfer becomes as safe and secure as any Web-based transactions.



"The CSC image platform has improved our new product process by shortening the overall implementation timeline and helped reduce complexity in supporting clients," said Mason. "CheckVision's automated tracking features and ease of use have streamlined the overall process from start to finish."

Safer, More Convenient Cash Management

SunTrust offers the option of CD-ROMs to replace paper reports and returned checks for cash management on business and commercial accounts. With CSC's CD-ROM Plus, the check information, images, reports, and statements are burned onto a CD-ROM and shipped daily, weekly, monthly, or monthly featuring a rolling 12 months of history. Clients store and view the information locally and can search on a variety of data fields. To aggressively protect client information, SunTrust was the first to roll out CSC's CD-ROM Plus with Encryption to its clients.

An industry leader in data encryption, CSC employs a symmetric key algorithm using the U.S. Department of Defense Advanced Encryption Standard (AES) with up to 256-bit keys. CSC's encryption process for CheckVision delivery creates a special customer key CD that SunTrust sends to its business and commercial customers to install and store on their network drives or individual PCs that require access to the protected data. Thereafter, CD-ROMs leave the bank encrypted and can only be decrypted by that customer's unique key library.

The system's ease of use makes the just-in-time decryption processes transparent for the bank's clients if the appropriate decryption key library is

present. "We conduct weekly meetings with our client services group to review what clients are experiencing," said Mason. "The CD-ROM encryption rollout has received very positive feedback."

The bank also has integrated CSC's CD-ROM Plus with a quality control system that verifies that all appropriate CDs have been produced and that all accounts that should be on the CD are present. This system uses a three dimensional bar code printed on the disc itself and also supports the bank's integration to courier labeling and shipping.

Collaborating with CSC on Enhancements

SunTrust was working through the requirements of Phase II of its project when CSC was in the final phase of development on CheckVision Encryption. SunTrust was the first company to use CSC's advanced encryption CD-ROMs, and had the opportunity to collaborate with CSC and provide direct input on design and testing of the base product.

"CSC's level of service, prompt responsiveness, technological advancements, and ease of use have impressed SunTrust clients and staff alike," said Mason. "We are also very excited about the progress to date and the enhancements projected over the next year."

For more information about CSC's CheckVision and other Integrated Payments Solutions, call 800.345.7672 or send an e-mail to inforequests@csc.com.



Financial Services Sector | 200 W. Cesar Chavez | Austin, Texas 78701 | +1.800.345.7672
CSC Americas Headquarters | 3170 Fairview Park Drive | Falls Church, Virginia 22042 | United States | +1.703.876.1000
www.csc.com

© 2008 Computer Sciences Corporation. All rights reserved. Printed in USA 893BANK