



## Cypress Software Systems Brings the Right Mix of People, Product and Pricing...at the Right Time

### for Centier Bank

#### CHALLENGE

It's a good thing that John Misióra answered the call from Cypress Software Systems LP.

Misióra, vice president/manager, Installment Loan Production for Centier Bank, had already invested 1.5 years in trials with another loan automation software product and had nothing but problems. "We found out during training that many of the features promised weren't available," said Misióra. "Then, after waiting 6-8 months, we had nothing but problems when we went live." Once he heard the product was no longer going to be supported, he decided to take action.

In the fall of 2002, Misióra started shopping around for a solution. Fortunately, he answered a sales call from Cypress Software Systems LP. "I knew when I saw their product demo, that Mark IV was a winner." In a world of complicated and difficult to understand software, Misióra knew that Mark IV was the best option for them. "It was very user friendly, easy to understand and it met all of our needs," said Misióra, "Mark IV exceeded our expectations."

Once the decision was made to turn to Cypress Software Systems and its Mark IV loan-decision software, the training occurred in January 2003. "Within two months, we had a complete and successful rollout, and we're very happy."

#### SOLUTION

Mark IV is a Windows-based tool that provides lenders with a user-friendly application data entry point, quick retrieval of credit reports, reconciliation of debt information, and deployment of the bank's loan policies. Cypress provides these tools with the goal of speeding a quality loan decision back to the applicant, and assisting the financial institution in maximizing loan performance.

Centier relies on three key accompanying modules for Mark IV, further enhancing the underwriting process. These modules include the NADA Auto Valuation module, for access to vehicle book values; the Doc Prep Export Interface, for passing data downstream to the bank's Rembrandt document preparation system; and Scoring Solutions' Scorecard, to help predict the risk of possible default.

"That was just the beginning. We were very impressed with the Cypress people and their knowledge and attitude."

Based in North Richland Hills, Texas, Cypress installed the system and trained the bank's Ops Center team, who then trained the 30-branch location staff and within 60 days, Mark IV was fully operational.

#### CUSTOMER PROFILE

**Name:** Centier Bank

**Location:** Merrillville, Indiana

**Founded:** 1985

**Branches:** 32

**Assets:** \$1.4 billion

**Employees:** 500

**About:** Owned and operated by the Schrage family continuously since 1895, Centier bank is a financial service provider that prides itself on being an independent, hometown community bank. With over 31 locations in Lake, Porter and La Porte counties, the bank serves more than 20 communities with more than 500 associates and approximately \$1 billion in assets. Distinguishing itself as a strong community player in northwest Indiana, the bank stands firmly behind its "Not For Sale" commitment to preserving independent hometown banking in Northwest Indiana.

"The Cypress team, with their loan experience, has an understanding of what we are looking for and what we are talking about," Misióra said. "They share our service-oriented philosophy and that gives us confidence."

"We are also working with them to develop future enhancements. These key new modules will be critical to our long-term success," said Misióra "Being part of the development process gives us confidence that Mark IV will continue to evolve to meet our changing needs."

## RESULTS

Mark IV has changed the way business is done at Centier Bank. "We actually experienced substantial procedural efficiencies, especially in monitoring and managing the decision making process for all of our branches," Misióra said. "Cypress is able to provide us with personal service."

Centier Bank typically processes 300-500 loan applications each month. "Mark IV has integrated processes in the areas of credit scoring, debts reconciliation, car value determination, data entry and audit. All the way through the entire streamlined process, we get so much 'bang for the buck'." said Misióra.

## ABOUT CYPRESS

Headquartered in North Richland Hills, TX, Cypress Software Systems, LP is a leading developer of automated credit application decision support technologies. The company serves community and regional banks, finance companies and credit unions with loan application decision and tracking tools on par with those used by larger national lending institutions. The Company's flagship product, Mark IV, is used by clients nationwide to quickly and consistently process consumer loan applications. Cypress Mark IV offers a flexible, risk-based processing approach that includes tracking applications from point of entry to point of decision.

## ABOUT MARK IV

Mark IV is a "behind-the-firewall" Windows-based consumer application processing solution that provides lenders with a user-friendly application data entry point, quick retrieval of credit reports, reconciliation of debt information, and deployment of the bank's loan policies. Cypress provides these tools with the goal of speeding a quality loan decision back to the applicant and assisting the financial institution in maximizing loan performance.

Family-owned and run since 1895, Centier Bank distinguishes itself as a strong community player in NW Indiana. "Mark IV has given us the ability to operate successfully in a centralized/decentralized environment that reflects our community presence." Centier Bank uses Mark IV in all of its consumer loan transactions, whether it's customer service taking applications by phone, the branches processing applications on site or dealer applications going directly to the Operations Center in Merrillville, IN.

Today, Centier Bank stands as the leading consumer lender in Northwest Indiana, with more than \$1.4 billion in assets and over \$117 million in consumer loans.



## CYPRESS SOFTWARE SYSTEMS



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