



*SRS helped us tackle a large document scanning project. Following the Covid-19 pandemic, loan audits that were traditionally held in person went remote. Our bank needed to digitize a significant amount of loan files to meet the new audit expectations. Complicating the project logistics, we were renovating our offices and needed to meet a tight timeline, and our security requirements would not allow us to send the files offsite. SRS went above and beyond to understand our needs and customize a solution to meet our timeline, budget, and security requirements.*

*– Ivan Crocker  
Chief Compliance Officer  
Thomasville National Bank*

## **DIGITIZATION SUCCESS: STREAMLINING BANK AUDITS THROUGH BACKFILE SCANNING**

### **APPLICATION**

A community bank headquartered in Thomasville, Georgia, faced the task of digitizing 5000 loan files for audit purposes. Their team faced simultaneous changes to audit methodology and physical storage capacity. These records were accessed regularly, requiring a backfile scanning solution.

### **CHALLENGE**

Before the onset of the Covid-19 pandemic, bank audits were conducted in person, with auditors physically examining records stored onsite. However, the pandemic prompted a shift towards remote auditing practices across various industries, including banking. Consequently, auditors now required remote, digital access to the bank's loan files.

### **SOLUTION**

To address the security and workflow needs of the bank, SRS deployed expert scanning specialists to the bank's premises. These specialists were tasked with preparing, scanning, and indexing all 5000 loan files. After scanning, the digitized files needed to be uploaded into the bank's document management software. Additionally, SRS provided a highly trained scanning supervisor to oversee and ensure the quality control of all scanning operations.

### **RESULT**

SRS successfully delivered 250 scanned loan files in time for an impending audit within a month of commencing the project. Subsequently, SRS proceeded to digitize the remaining 4,750 loan files prior to an upcoming office space renovation. The scanned and indexed records were seamlessly uploaded directly into the bank's document management software, facilitating efficient and secure access for auditors and bank personnel alike.