

# DCI Operational Review

On-site Assessment for All Functional Application Areas



## Maximize The Effectiveness Of All Your DCI Services

iCore360® makes your bank run better from day one. But have you ever wondered if you could serve your customers more effectively and efficiently with better operational procedures? Have you wondered if your bank is using the full potential of iCore360® to maximize profits?

If so, a comprehensive Operational Review by DCI Professional Services is just what you need. DCI offers detailed, on-site operational reviews for all functional application areas at your bank, including deposits, loans, general management applications and profitability.

### Review Preparation

A DCI Operational Review is flexible yet comprehensive. Before starting, our specialists work with you to find a schedule that works best for you, determine the specific areas and issues you want to address, and who on your staff should participate in the audit.

Before the review, we conduct an in-depth assessment of several specific settings and routines for the deposit, loan and/or management areas of your bank, including:

- Parameters
- Fees
- General ledger
- User security
- Disclosures
- Interfaces, masks, reports
- Support call history
- Balancing
- Service charge routines and more

DCI specialists use this consultation and review to identify possible problem areas and contributing factors, and to develop a detailed outline showing what will be covered in the on-site review.

Core technology you can depend on . . . a relationship you can trust.



### On-Site Evaluation

Next, DCI Professional Services specialists spend three to five days observing and working with your designated staff to address and analyze all issues and procedures identified in the assessment, plus:

- Reporting routines and needs
- Priority list / favorites
- iCore360® navigation, tips, shortcuts, cheat sheets
- Balancing procedures
- Daily operations routines and procedures

### Solving Issues

After the on-site review, your DCI Professional Services specialist provides you with a detailed written report of all identified issues and recommended solutions. We also create a follow-up document that DCI application specialists or customer service representatives will use to monitor and track those same issues and enhancements through resolution.



## Award-winning Solutions and Service



### iCore360 Intuitive Core *featuring:*

- Web-Driven Simplicity / Integration
- Single Source Open Data / Full Security
- Analytics / Custom Reporting / GL Dashboard
- Entire Customer Relationship Control
- Account Origination / Advanced Lending
- Custom User Workflows
- Document Imaging
- Profitability / ALM

### iCoreGO Digital Suite *featuring:*

- Online / Mobile
- AI Interactive Voice
- Onboarding / Account Opening
- Website Hosting
- Online Statements
- Positive Pay

### Companion Options & Services

- InstaKEY™ ATM Network / Card Services
- Proof21™ Branch Capture
- Teller™ Automation / BSA Compliance
- Loan Management & Scoring
- Mobile / Merchant Capture
- 24/7 Live Support
- DCI University Training
- Operational Efficiency Reviews
- Managed IT / Security
- and more

[info@datacenterinc.com](mailto:info@datacenterinc.com)

