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—Kristi Hansen, VP Operations

Nicolet NATIONAL BANK

In less than two decades, Nicolet National Bank has quickly grown to a \$2.8 billion financial institution that serves over 150,000 accounts across almost 40 locations. They pride themselves on fostering growth through their diverse array of retail and commercial products and services—delivering customized solutions and unmatched service to customers of all kinds and sizes. Nicolet National Bank has a team of experienced bankers and financial advisors, each dedicated to creating long-lasting relationships. They understand that their success is dependent on the success of their clients, and provide the products, services, and support necessary to ensure that their account holders are able to achieve their financial goals.

The challenge

Nicolet National Bank is a big believer in mitigating risk by offering robust fraud detection services to clients, and positive pay is a big part of this strategy. For years, the added security that the bank’s check positive pay solution provided to commercial account holders has been tremendously valuable. But in 2016, as they upgraded their digital banking solutions, Nicolet decided to take that protection to the next level. They wanted a more feature-rich offering that encompassed both checks and ACH payments, was scalable, easy to implement, and simple to use. The bank hoped that a more comprehensive and user-friendly solution would be leveraged better by their customers—delivering an additional layer of security and value to Nicolet’s account holders.

As Nicolet planned their upgrade, the bank’s long-term core provider—UFS—suggested they try Centrix Solutions’ positive pay offering. The rest is history.

The solution

- Centrix Exact/TMS™ including Payee Match

Q2eBanking.com/centrix

The results

The appeal of Exact/TMS that's driving this surge in adoption is two-fold, says Hansen:

- **Added functionality.** Exact/TMS includes Payee Match, which offers better protection, according to Hansen. "Over the years, we've see a lot of fraud come through from washed checks," she says, "but Payee Match really helps stop that." Of the hundreds of Exact/TMS customers currently using the positive pay solution, 95 percent, according to Hansen, are using Payee Match. The fact that Exact/TMS includes both Payee Match for checks as well as ACH positive pay capability was very important to Nicolet, because they needed an automated method of monitoring ACH activity.
- **Better experience.** Customer feedback has been very positive, says Hansen. "It's very different from our previous product," she says. "Customers have an easier time accessing positive pay and reviewing payments. And, it's so easy to deploy. We can roll out positive pay at the customer level, getting them very comfortable with the process, within a one-hour visit. It's very seamless to us."

“Before Centrix, we had under 200 customers on positive pay. Now, with Centrix Exact/TMS, we’re onboarding five or six new users a week. At last count we had more than 760 users.”

-Kristi Hansen, VP Operations,
Nicolet National Bank

Hansen and her team at Nicolet National Bank are such firm believers in Exact/TMS that they've incorporated it into a security suite that they present to all of their business banking customers. "And it's not because they're all necessarily asking for these features," says Hansen. "This isn't a competitive advantage that we advertise. To us, it's not about the dollars, it's more about taking care of our customers—but it's also great that we're able to offer the same positive pay functionality as larger regional banks."

This feature-richness will continue to keep Nicolet's account holders safer as the bank continues to grow and thrive.

Centrix Exact/TMS at a glance

Features include:

- Check Positive Pay
 - Payee Match
 - Teller Positive Pay
 - Supports direct send issued check files (e.g., SFTP)
 - Data Mapping Utility for issued files
 - Reverse positive pay
- ACH Positive Pay
 - ACH Authorization
 - Transaction Filter/Block
- Account Reconciliation and Deposit Reconciliation
 - Self-service reporting
 - Recon file download or direct send
- Customer ACH Reporting and EDI Translation with Automated Report Delivery

Benefits summary

With Centrix Exact/TMS, Nicolet National Bank is able to offer their account holders:

- advanced ACH and check positive pay features to validate payments
- a simple, time- and trouble-saving user experience
- check verification to protect against unauthorized disbursements and fraudulent checks.

Centrix Solutions, a Q2 company, provides financial institutions with innovative products and services to detect fraud, manage risk, and ensure compliance.

For over 10 years, Q2 and Centrix Solutions have shared in Q2's mission to strengthen communities by strengthening their financial institutions. By combining the Q2 Platform with Centrix's time- and money-saving solutions, FIs are ensured a better, more secure, and more efficient experience—helping them compete to win in an always-connected world.

For more information, email centrixinfo@q2ebanking.com or call (531) 289-2400.