



CASE STUDY

LAKE CITY BANK ACHIEVES DIGITAL TRANSFORMATION AND GROWTH

Bank stays ahead of the curve with FIS Integrated Banking Solution

As a regional bank serving Indiana, Lake City Bank was searching for a core that would help it streamline operations and compete with larger financial institutions.



Challenges

- Need to innovate to compete with large banks
- Too many supplemental services hooked onto the existing core
- Lack of data to understand business activities and customer needs



Solution

- Integrated core with internal and client-facing solutions
- Ability to easily connect third-party solutions as needed
- Data collection for better understanding of the bank and its customers



Results

- Grew to a \$6.6B bank
- Experienced a significant operational lift
- Strengthened competitive edge and customer experience

Triggers for change

Lake City Bank is recognized as a regional banking leader, providing highly personalized and client-driven services. They offer the sophisticated products and services provided by large banks, while staying true to their long-term commitment to client relationships of every size and scope.

Lake City Bank learned that its existing core banking system was being sunset in 2011, and the search for a replacement began. Coming from an older core connected to a variety of disparate third-party tools, the bank developed a modernization plan to streamline its systems and decided to use the core conversion as an opportunity for extensive digital transformation.

Kickstarting a big-bang digital transformation

Lake City Bank selected [FIS® Integrated Banking System \(IBS\)](#) to meet the project team's goals.

The bank harnessed the power of the IBS core-processing platform from FIS to make data-driven decisions, facilitate scalable growth and develop cutting-edge products tailored to customer demands.



Minimized vendor involvement

FIS helps the bank reduce levels of third-party vendor engagement with a highly integrated, adaptable system with a wide range of built-in tools, optimizing efficiency and operational ease.



Elevated user experience

IBS improves the user experience for the full range of their client base, from their complex commercial lending clients to their retail banking relationships.



Strategic growth

Lake City Bank found a technology provider who can help the bank stay on the forefront of product development and scale with its growth.

“The FIS core works so efficiently and works so smoothly, we’ve been able to grow a bank to \$6.6 billion today organically without adding headcount in deposit operations, loan operations. The systems FIS delivers are just exceptional in that regard.” – David Findlay, CEO, Lake City Bank

A clear ROI

After conversion, the bank experienced a big operational lift due to the wide variety of tools integrated into the flexible, user-friendly core platform.

BEFORE

The bank's previous core had nearly 20 bolted-on solutions from third-party vendors.

The bank lacked insight into the full customer life cycle and bank activities.

The bank managed roughly \$4B in assets at the onset of their core conversion.

AFTER

FIS IBS offers an integrated solution that still provides space to easily add the right solutions for the bank's needs.

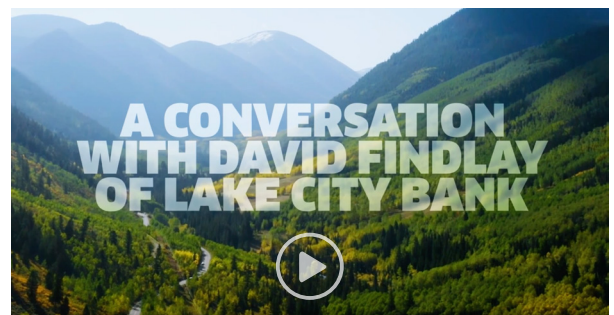
Customer and business data allows the bank to better manage operations and provide the right products to customers at the right time.

The bank currently manages roughly \$6.6B in assets and has seen little need to add operations staff to support its growth.

RESULT

The team has a simplified but flexible core that allows it to adapt quickly to customer needs and compete with larger regional and national banks.

"In the last 12 years since we converted to FIS, the relationships that we've developed have been as strong as those we had with [our prior core provider] in the previous quarter century and I would argue that they're even more proactive in engaging with us. We're able to build relationships with people at every level of the organization, from the CEO level all the way down to product management." - David Findlay, CEO, Lake City Bank



[Click to Watch](#)