

DCI Operational Review

Maximize the effectiveness of all your DCI services.

iCore360® makes your bank run better from day one. But could you be serving your customers more effectively and efficiently with better operational procedures? Is your bank using the full potential of iCore360 to maximize profits? Find out the answer to these questions and more by scheduling a comprehensive Operational Review by DCI Professional Services.

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
- Interfaces, masks, reports
- Exception processes
- Balancing
- Wire processing
- Service charge routines and more



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DCI specialists use this consultation and review to identify possible problem areas and contributing factors. Then, they develop an agenda prior to being on-site with your bank, showing what will be covered in the on-site review.

On-Site Evaluation

Next, DCI Operational Review Specialists spend two or three 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
- Balancing procedures
- Daily operations routines and procedures
- iCore360 navigation, tips, shortcuts, cheat sheets



Solving Issues

Following the on-site review, DCI Operational Review Specialists will complete any necessary follow-up research and send answers to specified bank contacts. DCI specialists will also provide a detailed report of all issues identified during the operational review process, actions that were taken, and actions that are recommended.

Want to learn more about Operational Reviews? Contact your CRM today!

