
Accounting for space, time and efficiency at DUCA Financial Services Credit Union

By George Sparrow
Datanet Imaging Systems

Since 1954, DUCA has grown into one of the most stable financial institutions in Ontario with assets totaling over \$600 million, 30,000+ members and capital & reserves in excess of \$40 million. As the company developed into a full service financial institution, the philosophy behind their founding never changed: providing high value financial services to their communities. As an alternative to the bigger financial institutions, they offer more value through competitive rates, low service charges and return profits to their members through the unique Bonus Share program.

DUCA prides itself on providing close, personal attention to members, and aims to improve its offerings with a continual investment of time and resources in advancing technology.

The Business Challenge

The amount of paper that staff had to retain for every member they dealt with was piling up. In fact, DUCA had a complete office wall dedicated to the storage of client records in thirteen large fireproof filing cabinets. **“We simply ran out of space and had no more room to put anything,”** said Jack Vanderkooy, President & CEO **“While we have to maintain documents for our daily reference and access, the problem was made greater by the fact that legally we have to retain documents and files for the full term of each mortgage or loan”**

Understanding their requirements and business needs, DUCA began a search for an answer that was not only functional but also easy-to-use, and simple to implement. Additionally the management team did not want something that took up a lot of IT resources and it had to be cost effective. DATANET imaging systems inc. the incumbent cheque-imaging vendor recommended *ViewWise* from CompuThink.

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