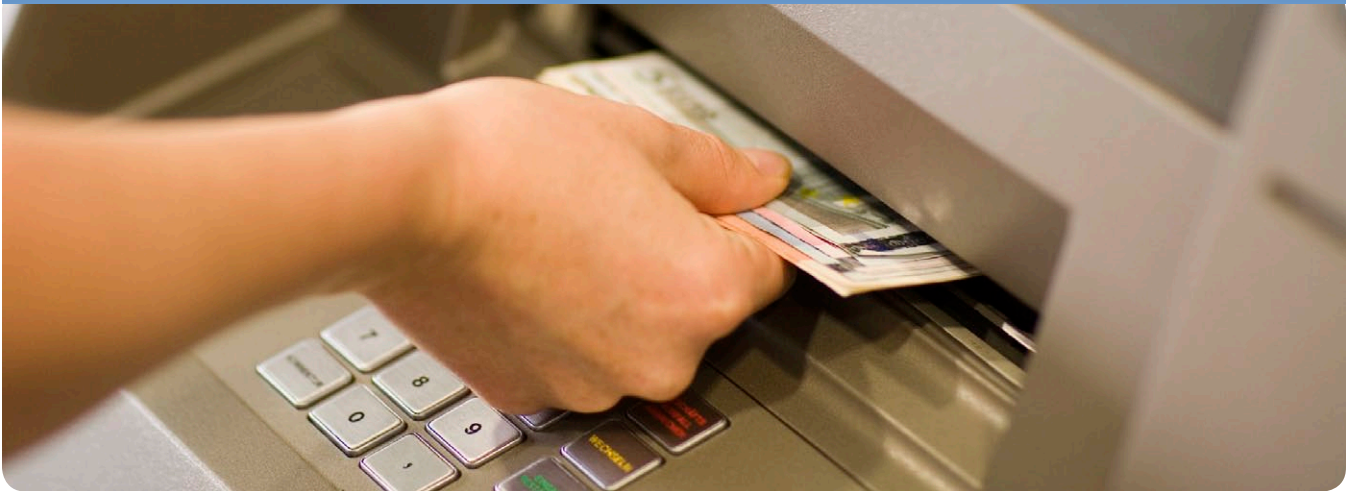


HOW COLE TAYLOR BANK MAKES PROGRESS



BETTER PROCESSES. BETTER CUSTOMER SERVICE

Cole Taylor Bank needed to reconcile disparate data systems to improve service response times and customer account visibility. The bank implemented a service-oriented architecture (SOA) for integrated data exchange and cost-effective operational efficiency.

Banking is a no-excuses business where dollars and data must be accurate, accessible, and optimized. And in a world that runs 24/7, it's no wonder that there is a growing need for real-time and expanded services. Banks are among the financial institutions now faced with finding better, faster methods for collecting, integrating, and delivering information.

For more than 75 years, Cole Taylor Bank has served the small and mid-sized businesses of greater Chicago. With a reputation for high-touch customer service and expert financial counsel, Cole Taylor is one of the largest independently owned banks in the United States.



CHALLENGE

To optimize customer services by modernizing its business processes

SOLUTION

An enterprise-wide infrastructure improves visibility and optimizes applications—based on Progress® Sonic® ESB

BENEFIT

The bank simplified data management, automated account visibility, expedited customer services and significantly improved efficiency of customer service and cash management functions

But the bank was performing a balancing act with expedited customer services and the outdated business processes trying to support them. Loan officers, accountants, and call center staff were requesting more automation and connections between data systems to better service customers. Because the bank's data was dispersed across internal and external systems, the ability to quickly assimilate customer data and provide account visibility was a challenge.

Cole Taylor Bank was committed to finding a cost-effective approach for its enterprise that would unite technical silos and enable central management of its applications. The end goal was to provide better customer service through flexible and efficient business operations.

PROTECTING INVESTMENTS: IT EVALUATES OPTIONS

Imagine calling a trusted financial institution to inquire about an account balance or recent deposit. Instead of obtaining real-time information, the caller is placed on hold while the banker manually pulls from several data sources to formulate a response.

Although it seems unlikely in today's anytime, anywhere banking environment, if a bank uses custom systems and manual workflows to store and manage data, those workflows may not share a common interface. Subsequently, a simple transaction or change made to one system is not automatically reflected in all bank systems. This was Cole Taylor Bank's challenge.

"We wanted the ability to rapidly respond to customer requests but needed to integrate our data in order to do that," says Manny Montejano, chief information officer for the bank.

The bank selected the Progress® Sonic® ESB to improve visibility and optimize applications across the enterprise.

"We have all sorts of incompatible formats, applications, and code. Progress showed us how to unify and simplify by using Sonic ESB as the foundation. That translates to a better, faster, more flexible way to respond to customer needs."

*Manny Montejano
Chief Information Officer*

MANAGING ASSETS: PROGRESS SONIC ESB OPTIMIZES INTEGRATION

With Progress Sonic ESB, the bank gains a robust infrastructure to unify distributed services for greater operational efficiency and visibility.

The bank is already realizing the benefits of Sonic ESB by reducing its reliance on external technical expertise for each custom application and converting data warehouse providers to integrated subscribers on the infrastructure.

“Sonic is helping us implement a more intelligent integration strategy for managing the data vital to our business success so that we can consistently deliver the banking solutions vital to our customers’ success,” says Montejano.

CALCULATING BENEFITS: BANK GAINS FLEXIBILITY WITH INTEGRATION

Time is money—Cole Taylor Bank is gaining time and cost savings with its new Progress implementation.

Reassigning relationship management officers to customer accounts used to take hours, with manual changes made on each system to ensure that the entire customer portfolio was accurately transferred. Because Sonic ESB helps the bank deploy new applications and business processes faster, portfolio changes are now made directly via a Website. New information is readily available and formatted in a matter of minutes.

Prior to implementation, the bank’s cash management department was spending eight to ten hours per month exporting information from a data system into a spreadsheet and reviewing line by line for possible trends, volume changes, or activity charges. Now the department is performing those operations in only 45 minutes.

Seeing across customer accounts just got easier and faster. Since the deployment of Sonic ESB, the bank’s call center can answer customer inquiries more quickly by having a centralized view of customer accounts across many service applications and servers. The results are a

reduction in time and manual steps and, ultimately, greater customer call center satisfaction.

DOLLARS AND SENSE: COLE TAYLOR IS POSITIONED FOR THE FUTURE

The future for Cole Taylor Bank is looking bright. Using Sonic ESB, the IT team has greater insight and control of all the systems across the enterprise. Loan officers and bank staff are now able to access up-to-date and complete account information, and customers are enjoying expedited services. The net results for Cole Taylor Bank are more efficient business operations and better services for customers—the bank's greatest asset.

PROGRESS SOFTWARE

Progress Software Corporation (NASDAQ: PRGS) is a global software company that enables enterprises to be operationally responsive to changing conditions and customer interactions as they occur. Our goal is to enable our customers to capitalize on new opportunities, drive greater efficiencies, and reduce risk. Progress offers a comprehensive portfolio of best-in-class infrastructure software spanning event-driven visibility and real-time response, open integration, data access and integration, and application development and management—all supporting on-premises and SaaS/cloud deployments. Progress maximizes the benefits of operational responsiveness while minimizing IT complexity and total cost of ownership.

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Rev. 11/09 | 6525-128834

