

First for healthcare. First for business.

Helping healthcare facilities thrive.

Today, the value of a banking relationship is measured less in the processing of transactions and more in the solutions the bank can contribute to improved business performance.

In any given month, the large volume of payment processing at this Regional Healthcare Provider places huge demands on their Accounting and Finance Departments. So when they contracted with Workday, an industry leader in cloud-based financial management software, hopes were high that the process could be made more efficient.

The Workday solution promised to streamline the entire accounts payable process and seamlessly integrate all transactional data into the accounting system for easier and more complete analysis and reporting. But there were a few questions that needed to be sorted first: Specifically, how the new software would integrate with the operating account and digital banking platforms. The Finance Department immediately reached out to Jevon Reile, Chief Information Officer of The First Citizens National Bank, and asked if the bank could collaborate with Workday to design a solution that would meet their needs.

"We've worked with the Provider for years and manage their digital banking platforms, so we have an intimate knowledge of their accounts payable process," Reile said. "But we were excited to see how we could help bring together various technologies to redefine the process and deliver significant business improvements."

Once the bank's team got up to speed on the Workday solution, it identified several significant enhancements. First, a fully automated accounts payable process was designed, fed by a single ACH file that uploads to the online banking platform and from which all monthly payments are made, virtually eliminating all manual check cutting. Next, advanced features of the bank's Positive Pay solution were customized to provide bespoke fraud protection. And finally, processes were designed to capture and analyze all transactional data throughout the accounts payable process and highlight ways in which the Finance Department could gain efficiencies and cut costs in the future.

Reile summarized the outcome of the collaboration: "What began as a relatively simple request to assist with streamlining the accounts payable process turned into a custom solution that focused less on transaction processing and more on payments management, delivering the efficiency and cost savings the client was looking for."

First for solutions.

As the challenges facing businesses get more complex, it's not enough for a banking partner to just "stay in its lane;" it must be flexible and willing to take on new tasks, deliver solutions that improve performance, and forge collaborative partnerships. This takes more than simply having experts on staff. It takes the ability to apply technical expertise to real-world situations; to understand how businesses work. And sometimes, it takes a willingness to simply roll up one's sleeves to do whatever it takes to help the client. That's what you get when you work with The First Citizens National Bank ... and it's what we call the Community Bank difference.

To learn what other businesses are saying about us, visit
www.FirstCitizensNational.com/First-For-Business

THE COMMUNITY BANK DIFFERENCE.

"We are often brought in to collaborate with other specialized companies our clients engage. We become an extension of our client's team. We understand their business processes and their goals but retain the outside perspective of an advisor that is so important. Our clients trust us to always look out for their best interests and to deliver the best possible results. It's a way of doing business that is ingrained here at the Bank - from our front-line staff to our team of business banking specialists."



**JEVON
REILE**

*CIO, COO,
Senior VP*



YOU'RE INVITED TO BE FIRST.

Set up a free appointment with a business banker to see how we can put you and your business first.