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TECHNOLOGY IN BRIEF

CheckWorks Offers Its Batch Software

A vice president at **SunTrust Banks Inc.** says it has been using software from **CheckWorks Inc.** to download batch orders of check images, improving customer service without burdening other image-retrieval systems.

Last week, CheckWorks announced it is marketing that software to the industry at large.

In late August, SunTrust began using two programs, Batch Retrieval and Batch Store from CheckWorks, said Donald L. Marks, a vice president in delivery services and planning at the Atlanta banking company.

The products from CheckWorks, of Alpharetta, Ga., link with the bank's check-research system, from Micrographic Sciences Inc. of Cincinnati, enabling SunTrust to pull images from the digital archive operated by Viewpointe Archive Services LLC of Atlanta and from legacy systems, such as microfilm, where older records are stored.

SunTrust has been doing some digital imaging since 1996, initially for corporate customers, and introduced it commercially at the end of June. In the past it photocopied check images from microfilm or compact disk archives for internal use and for customers who wanted copies.

Some customers have high demand for check images, Mr. Marks said in an interview last week. For instance, an insurance company wants copies of all its checks for an archive to use in its internal business processes.

Bank employees request batches of checks — typically in groups of 500 or more — through the Micrographic Sciences system, which passes requests for Viewpointe images through to the CheckWorks products while handling other requests separately. Micrographic Sciences collects the images and presents them to the user.

Mr. Marks said batch processing is gaining momentum as demand declines for check images from older archives. "How many of my requests are on microfilm now? Very few," he said.

Consequently, SunTrust has sought a retrieval and storage system that would work with its research software, though the company does not view this as a research product, he said.

"If I try to send 20,000 requests through my Web app, I don't want that to affect everybody else who is doing ad hoc requests," Mr. Marks said. SunTrust started looking for such a system in March 2002, ultimately working with CheckWorks to develop it, he said. ■



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