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Results you can measure.

Installed an integrated solution, including a DocuPrint continuous feed printer with Roll System's TwoUp™ Systems and two DocuPrint 180 cut-sheet MICR printers.

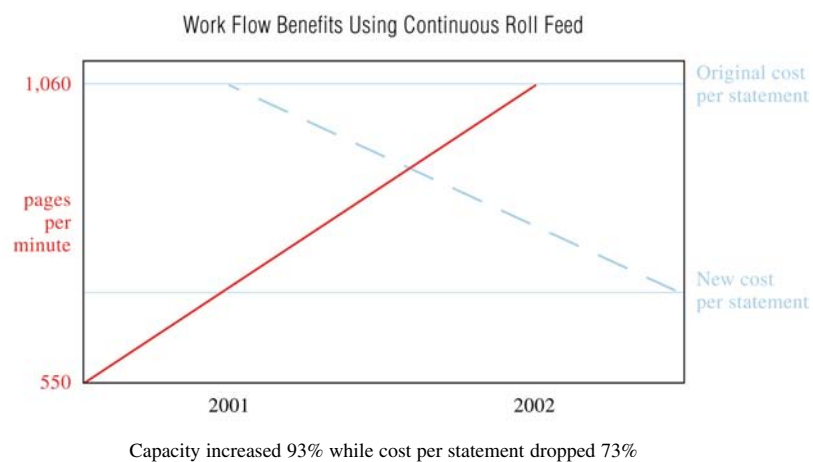
Increased capacity and productivity by 93%. Reduced print windows by over 40%. Reduced cost per statement by 73%.

Produced a greatly improved product with the same number of employees. Trained employees intensively over two weeks to operate new equipment.

Improved efficiency and dependability of systems, dramatically improving SLA performance, raising employee morale and reducing turnover.

Helped improve relations between the Huntington Bank IT organization and the company's business units through greater reliability and dependability of systems.

Provided sufficient capacity for Huntington Bank to achieve its projected annual growth of 10%+ per year over the next five years.



With a Xerox solution, **Huntington Bank** has improved customer service and raised employee morale while lowering statement costs.



Huntington Bank

The Huntington National Bank is a subsidiary of Huntington Bancshares Inc., a \$28-billion regional bank holding company headquartered in Columbus, Ohio. Founded in 1866, the bank employs over 8,500 associates and serves over one million customers from more than 340 regional banking offices throughout Indiana, Kentucky, Michigan, Ohio, and West Virginia. Huntington provides consumer and commercial banking, mortgage banking, automobile financing, investment management, brokerage trust, and insurance services.



The Challenge

1

“We needed a supplier who could take us to a whole new level of capacity planning and modeling, then deliver the solution that fit our needs today and tomorrow.”

John Mingus, Data Center Manager

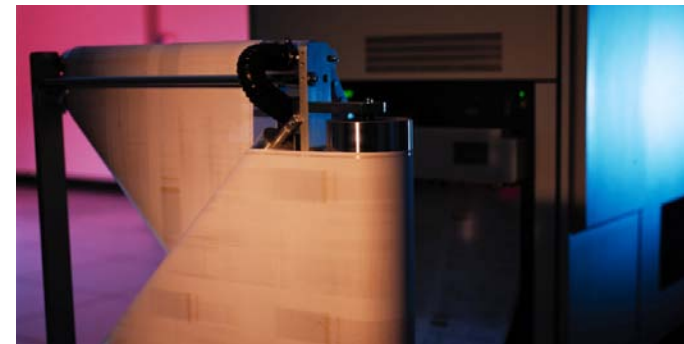


The Solution

2

“As well as meeting an incredibly aggressive time-frame, Xerox helped us make it work financially, and they showed us a clear road map of future possibilities.”

Dan Vermeire, Senior Vice President and Chief Technical Officer



The Benefit

3

“A major side benefit is the improved respect we’ve earned with our business team. There’s no more apologizing. Together, we’re putting our energy into business improvement.”

Joe Gottron, Executive Vice President, Chief Information Officer



When Huntington Bank redesigned its retail banking statement to provide customers with a better picture of their financial affairs, it underestimated the demands on its existing print technology. The bank’s five entry-level cut-sheet printers simply could not handle the volume. Overloads led to downtime in the print department, which caused stress among operators as service level agreements were being broken. With little time left to introduce the new statement, the bank issued an RFP to three suppliers, including Xerox. “We established a model of what we needed and a risk plan,” explains Dan Vermeire, Huntington’s Chief Technical Officer. “It was up to Xerox as the incumbent to meet our goals.” The goals: improve print quality, reduce print windows, increase output capacities to meet planned growth, and dramatically improve employee efficiency and morale.

All three suppliers offered continuous-feed systems that would meet the bank’s volume objective. But only Xerox was able to provide an integrated solution that combined advanced technology with an extremely high level of service and support. Partnering with Roll Systems, Xerox created a hybrid solution that allowed for maximum flexibility. A Xerox DocuPrint 700 continuous-feed printer was coupled to efficient Roll System’s TwoUp™ Systems for roll feeding and two-up output for cutting, slitting, merging, and stacking, in addition to two DocuPrint 180 cut-sheet printers for efficient handling of special forms. “Xerox invested expert resources to thoroughly understand our environment— which was a real difference maker,” says Joe Gottron, Huntington’s Chief Information Officer. “That’s why I don’t view them as a vendor. They are a true partner.”

The bank’s key metrics for measuring success have all exceeded expectation. Capacity has increased from 550 pages per minute to 1,060 or 93%. Image quality has improved. Print windows have been reduced by 40% And the cost per statement has dropped by 73%. The bank is now able to accomplish considerably more work with the same number of employees. Workflow and reliability have greatly improved, which has resulted in higher morale and lower turnover. Says Bob Balthaser, VP, Deposit Product Management: “With the new Xerox solution, we are hitting our service-level commitments consistently. When we do encounter an unexpected problem, we’re prepared with the resource capacity to recover on the same day and get statements to our valued customers on time.” The bank has the solution it needs to meet its projected annual growth of 10% yearly for the next five years.