



Computer Services, Inc. Remains on the Cutting Edge of Data Processing and Transfers with Broadband

Paducah, KY - Businesses have always sought methods to make their day-to-day operations faster and easier. Since its founding in 1965, Computer Services, Inc. (CSI) has helped customers in the community banking industry to simplify their data processing needs. Forty years later, CSI continues to provide service and software solutions for community banks across the country.

"Anticipation of faster data transfer has always been on the front burner at CSI," chairman John Williams commented. "The attention to information transfer speeds was long before the Internet, instead it began with point to point networks."

While CSI thrived prior to the explosion of the Internet, its product line has grown significantly in the past 10 years. CSI pioneered the incorporation of Internet-based solutions for their customers. CSI began development of Internet services in 1995. Today, CSI uses broadband technology to serve its nearly 500 banking customers across the nation with extensive Internet services ranging from email and Internet banking.

One of CSI's revolutionary services is check imaging. Check imaging captures a digital image of a check and stores it for future reference. Realizing the value of the technology, CSI built its own check imaging platform.

The service reduces the burden of check processing and storing. Instead of having to retrieve paper files, banks store the check images electronically and can easily search digital files, increasing efficiency and customer service. Accounts can be set up to automatically receive e-mail statements containing check images, eliminating the delay of postal delivery.

Broadband technology is essential for supporting customer and employee education. Each year, CSI provides training for several thousand people across the country. Customers receive interactive training for CSI products and services. CSI has 11 training centers connected by interactive television allowing instructors and customers to participate in interactive sessions; moreover, customers and employees can access training at their desktop with WebEx online conferencing. CSI training includes compliance e-learning services with 75 banking courses, serving three thousand banks in the United States.

In the fall of 1995, CSI built one of the first intranets, the term for secure Web sites used to share company information. Today, CSI provides intranet service solutions to 129 companies and thousands of locations across the country. CSI intranet platforms offer a single location that can be used to share extensive company resources, such as human resource forms or recent announcements.

Within CSI, employees use the company's intranet site to stay abreast of the news and developments in the organization.

"Broadband allows for a portable tool box and file cabinet with our intranet," Williams said. "We could not run the company without it."

Intranet technology also allows employees to telecommute. More than 50 CSI employees work remotely. CSI recently released the latest 4.0 version of the intranet platform, better equipping employees and customers with a comprehensive resource.

CSI has long understood the value of broadband technology. As the technology continues to grow, develop, and advance, so to do the capabilities of CSI to better serve employees and customers.

About KY 120:

In the fast-paced world of technology-driven business, it should be recognized that best practices can be studied and emulated. As a part of the [connectkentucky](http://www.connectkentucky.org) initiative, CiTE (Center for Technology Enterprise) is profiling business initiatives in each of Kentucky's 120 counties. For more information visit our Web site at www.connectkentucky.org or call 270.781.4320.

Name:
Computer Services, Inc. (CSI)

Internet:
www.csiweb.com

Products/Services:
Service and software solutions and integrated banking solutions

Location:
Paducah/ McCracken County

Leadership:
Steve A. Powless,
President and CEO
John Williams, Chairman

Employees: 850

Founded: 1965

Reach: National

Innovative Insight: *"Identify the customer needs and fill them, even if the customer does not yet realize the need. They will in time."*

How to Attract Technology-Minded Employees:
"Computer Services, Inc. works to create a positive culture and value system and share the profits with all workers."

Ways to maintain other competitive advantages:
"Constantly create new solutions and kill very old ones. Technology and markets change and so should solutions."

Advice to Growing Companies: *"Management, capital, product or service, and a market are the basic four ingredients needed for success."*