Problem
A large, well-established bank with a relatively new Trust department selected an outsourcing partner for its operations based on geographic proximity and price. As the Trust department grew and approached $100 million in assets, the service and quality levels provided by the outsourcer began to drop significantly. Department management was spending a majority of its time on damage control, solving quality problems, and managing the outsourcer. As a result, executives had no time to spend on client development, and department growth stalled.

Solution
Realizing that outsourcing was still the best option, bank management turned to Trust Management Network for a replacement outsourcing solution. TMN developed a plan that allowed the bank to convert to TMN's platform quickly and economically. During this same time period, turnover occurred in the administration of the department. Trust Management Network took the lead in the conversion, facilitating all aspects of system coding and reporting configurations, and helped mitigate further damage to the department's reputation.

Results
Within a short time of replacing its outsourcing with TMN's platform, the bank's Trust department was operating at the standard of excellence it desired, and growth was back on track. Now six years later, the department has tripled in size, and provides high quality Trust services with many ancillary products introduced by TMN.