



# Empowering Commercial Clients with Control and Visibility: CMS Analytics Delivers a Modern Cash Solution for a Leading U.S. Regional Bank

## CHALLENGE

One of the largest U.S. regional banks faced a pressing challenge: their existing commercial cash tool was outdated and no longer met the demands of today's cash operations. The bank had been relying on a patchwork of external vendor solutions to manage their commercial clients' cash activities, which resulted in limited control and visibility for the bank itself. These third-party tools introduced complexities and conflicts for the bank's commercial customers, creating friction rather than seamless service. Upgrading the existing tool internally was cost-prohibitive, leaving the bank eager to modernize and regain control with an integrated, user-friendly solution.

## SOLUTION

CMS Analytics partnered with the bank to implement a cutting-edge commercial cash solution designed to overcome these challenges. The solution integrated directly with cash vendors and provided a Single Sign-On (SSO) experience, offering a unified, secure, and streamlined platform for commercial clients. The bank was able to deliver a bank-branded "mission control" dashboard, empowering its commercial customers to take charge of their cash operations—from ordering cash to tracking deposits and managing armored transport.

## RESULTS

The impact was transformational for both the bank and its commercial clients:

- ✓ **Commercial clients gained complete visibility and control over their cash activities through a single, easy-to-use platform.**
- ✓ **The bank strengthened its relationship with commercial customers by providing a branded, modern solution that enhanced operational efficiency.**
- ✓ **Streamlined management of cash orders, deposits, and armored transport improved accuracy and reduced friction, delivering a better overall customer experience.**

By implementing CMS Analytics' commercial cash solution, the bank successfully modernized its approach, delivering transparency, control, and convenience to its commercial clients while securing its position as a forward-thinking financial institution.