



See what just a few of our satisfied customers are saying about us...

reTHINK your approach to loan management

“Suntell surpassed our expectations. Not only with their software, but with their customer service as well. The rule of thumb I always ask myself after a software installation is, ‘would I make the same decision again,’ and in this case there is no doubt whatsoever, we definitely made the right decision.”

*Tom Aleshire, COO
Eastwood Bank*

“We’ve recently gone Live, and everyone here is pleased with how well the implementation process went. I have been involved in a number of software conversions, and this one has been the smoothest I can remember, by a large margin too. Our implementation specialist was a wealth of knowledge and full of very useful recommendations on how she’s seen other banks use the software more effectively. Since going Live, she has been incredibly responsive to any questions we’ve had, and has a way of explaining things that makes it easy to understand.”

*Ryan Wittman, Loan Operations Officer
Union Bank & Trust Company*

“We recently underwent our second exam since we started using the LMS for spreads and loan presentations. The examiners LOVE the amount of information that they can find in those presentations. They were very pleased with the consistency and amount of information. We were scheduled to have the examiners in our offices for 12 business days and they finished up after 4.5!”

*Trisha Loker, Vice President Agriculture and Commercial Lending
Beacon Credit Union*

“We use the system for our Loan Review process which allows us to capitalize on the work completed by different business lines, which I find as one of the best benefits of the system.”

*Brett Moehring, Loan Review Officer
South Side Bank*

“We have been using Suntell for over ten years. It is user friendly and I have had no problem training new staff on it. Our examiners have complimented the overall package it produces. I prepare most of my month end and board reports using the information from Suntell.”

*Sherri Pennington, VP
The Community Bank*

“Our external audit team said that SDI was easy to work with and saved them time and travel between locations, as well as time that would otherwise be spent searching for files. I can’t say enough about the efficiency, standardization and ease of use of Suntell’s imaging product and what it brings to our organization. I am able to view loan documents without leaving my office. It saves time, and allows for a quicker response regarding any file issues. It also eliminates the need to manually transfer files from branch to branch for review.”

*Cheryl Strand, VP
Northwestern Bank*

“Our bank is pleased that we are completing the imaging process with Suntell as our provider. We are particularly satisfied with the Security capabilities in SDI. It is very important for customer privacy to only allow access to areas required by a bank employee’s job duties, and Suntell allows for us to control this.”

*Tricia Ricker, Loan Support
The Lyons State Bank*

“It is quite a testament to our belief in Suntell as an organization that we continue to look for additional products and services that will integrate and complement the decision that we’ve already made. Part of the strategy of our bank is to adapt to customer needs, and Suntell allows us to do that. We can’t just be a “fill in the blank” organization. We just keep finding more ways that we can use the system and are always trying to get the most that we can out of the Suntell products.”

*Todd Schneider, Senior Vice President
Home Savings Bank*

“During a recent safety and soundness loan examination, an examiner commented that our loan files scanned within Suntell Document Imaging were easy to navigate and that the images came up really fast. He said he was pleased with our system, compared to some others that he had used!”

*Dave Powell, Vice President of Risk Management
Pinnacle Bank*

“I have worked with Suntell for the past 7 years as the Network Administrator for Community National Bank. I deal mainly with Suntell’s technical support department. I know when I call in to them, I’m going to get their full attention and somebody there is going to be able to answer my issue, or we will figure out what is going on together. Suntell support representatives are always attentive and eager to help in the event that their services are needed.”

*Billy Hatfield, Network Administrator
Community National Bank*

“The change brought about by the use of Suntell Document Imaging was nothing short of revolutionary. It brought us out from underneath the paper avalanche. You almost can’t believe it until you see it. The files just disappear. The time spent on putting information in the files, on getting something from the file for a customer, on moving files to the vault, is eliminated. It’s like going back 30 years to when the entire file consisted of just a few pieces of paper. Once you get used to it, you can never go back to paper files. You are no longer a serf to the paper system. Our bank’s last state exam took 30% less time because of the imaging system. That was 30% fewer billable hours, and 30% less time spent looking at the files. You can’t put a dollar value on that.”

*Douglas Farmer, EVP
Park Bank*

“Without Suntell, our institution would be wandering aimlessly in the world of banking. Suntell’s implementation and support team helped us build a sports car when we were driving a moped. Now, two years later we only need to take our car in for the occasional tune up, but are driving smoothly. Our success is due in part to Suntell.”

*Jay Kennedy, Vice President
First National Bank of Frankfort*

“We have been very impressed with the Customer Service offered by Suntell. Whenever we call in, a live person answers the phone and they are more than eager to help us solve the problem at hand. Our questions are always answered thoroughly and promptly and in such a way that we never feel stupid for asking them! Excellent customer support that we haven’t seen surpassed by any other software company to date.”

*Amber Amundson, Loan Processing Manager
First State Bank of North Dakota*

“The implementation of the product was great. Suntell went at our pace and answered all questions and was able to quickly work with different scenarios that came up. DocTracking reports easily show us what we have completed and what we still need to follow-up on. We were able to configure this area to specifically meet our needs.”

*Stephanie Schade, Commercial Banking Specialist
Home Savings Bank*

“The response from Suntell’s Customer support is prompt and efficient. I always either receive immediate assistance or am kept informed as progress is made in resolving any issues that we have.”

*Dewight Connerly, Computer Solutions
First Security Bank & Trust*

“From upgrades to training, Suntell’s support is the best of any vendor we work with.”

*Chris Brummels, Information Technology Specialist
Madison County Bank*