

... **Wachovia** and its operation services risk management, capital markets & cash letter control departments

## ***“AMI is almost like having a magic wand. I could not provide this level of support to Operations without it.”***

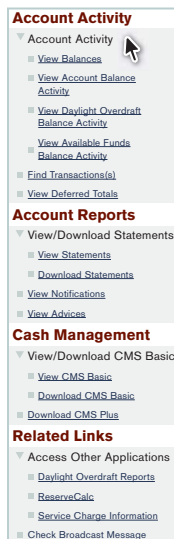
*Sara McColl, Operation Services support – Wachovia, The First State Location, Charlotte, North Carolina (Headquarters)  
Offices in 21 states and Washington, DC • Asset size: \$720 billion*

**As a diversified financial institution,** Wachovia provides a broad range of banking services to 13 million consumer and business customers. Account Management Information (AMI) is used daily by multiple departments, including Operation Services Risk Management, Capital Markets and Cash Letter Control.

**Sara McColl, Operation Services support,** works from a remote location. Before the Federal Reserve Banks introduced AMI, she had access only to prior-day information about Wachovia's Federal Reserve Bank account. This came from internal file, which she had to first pull from Wachovia's system. Now, with access to AMI, via the FedLine Web® Customer Access Service, she has intra-day posting data at her fingertips. “Now I can tell other departments what is going on quickly and easily, even though I am in a remote location. That's why I think AMI is so unique,” says Sara.

**Lamarr Drumm, Capital Markets,** is similarly impressed: “AMI gives me confidence as I provide our trading desk real-time intra-day information.” Prior to AMI, Lamarr's department estimated Wachovia's balance, often finding the next day that the picture had changed. “I now feel better about the data and how quickly I can provide it. It helps the trading desk buy and sell funds accordingly.”

**Jackie Davis, Cash Letter Control,** likes the time-savings and powerful research capabilities offered by AMI. “Our department now saves two to three hours a day thanks to AMI,” notes Jackie.



### **Desktop access increases efficiency.**

Before the bank had access to AMI, each department spent a great deal of time and effort getting the data they needed. “We used to download reports about 11 times a day,” says Jackie. Lamarr's department would print reports three times a day, bring printouts to their desks and manually enter the data into spreadsheets. “Now we just pull the reports from AMI at our desks and transfer the data electronically. It's that simple,” says Lamarr.

### **Same features used by different departments in different ways.**

**Notifications.** In Operations, Sara specifies criteria for monitoring certain activity. Each time a transaction meets the criteria, the activity is available for review by all AMI users. In the Capital Markets department, Lamarr uses AMI's Notifications feature to find transactions that match his set criteria. In the Cash Letter Control area, Jackie uses Notifications to monitor large dollar transactions. AMI helps her perform research and communicate any discrepancies to Capital Markets. She has significantly reduced the number of internal phone calls she has to make in order to resolve the differences.

**Find Transaction.** Search features are extremely helpful to all three departments. Sara now prepares for merger/acquisition conversion activities by analyzing account activity in advance. Jackie uses download features to sort transactions. Lamarr's team uses Find Transaction to research discrepancies, at a very detailed level (e.g., timing, amount, group etc) if needed, and advise Wachovia's traders accordingly.

**To learn more about AMI and to view other customer profiles, visit [FRBservices.org](http://FRBservices.org) and click on [Account Services](#).**