



DATASCAN

TECHDRIVEN

STEERING THE FUTURE

V4 - NOVEMBER 2021

WELCOME UNITED BANK

DataScan would like to **welcome United Bank to the DataScan Community**. United Bank went live in May 2021 on our Audit Intelligence (Ai) platform, leveraging our solution for internal auditors and outsourcing of field operations. This hybrid approach allows United Bank to continue to monitor longtime customers in their local Parkersburg, WV market while expanding their reach to outside areas. In this volume of TechDriven, we talk to **Patrick Bryan, Market President and Director of Operations** at United Bank, and **Brian Johnson, Director of Client Success** at DataScan.

Q: Patrick, why did you partner with DataScan for audit technology and field operations?

PATRICK: DataScan had been calling on United for quite some time. We continued to dialog with them over the years, but the timing was never quite right. United respects DataScan's position in the marketplace and can see that DataScan has a vision for the future of risk management. Combine that with United's growth over the last couple of years, and the timing was right to decide to move forward with DataScan and help drive future risk management initiatives.

Q: Brian, this relationship was scoped, finalized, and implemented 100% virtually. How did that impact getting United Bank live on their solution set?



Brian Johnson

BRIAN: Much like the rest of the world, DataScan had to learn to adapt quickly. Recurrent virtual meetings, well-detailed documentation, and steadfast determination were the keys to success. Our implementation team, led by Marjorie Boshell, ran a tight project and had regular communications with Patrick's team to ensure a successful launch. On his side, Patrick's team was a treat to work with; motivated and focused, they zeroed in on potential challenges very quickly and collaborated with Marjorie for resolution. It was an impressive effort all around.



Patrick Bryan

Q: Patrick - how did the project look from your angle?

PATRICK: I would echo Brian's comments. The teams worked together very well. They often anticipated challenges before we knew we had them! DataScan's depth of industry experience was evident in those moments.

Q: Brian, any final thoughts?

BRIAN: It's really great to bring United Bank into the fold. As Patrick said, we have been talking to them for a number of years, and I'm thrilled we delivered once our name was called.

Q: Patrick, any final thoughts?

PATRICK: We are glad to be working with DataScan. The risk management tools at our disposal have been incredibly beneficial. It's also very encouraging that DataScan has an eye on the future of risk management. Risk management is evolving and becoming more efficient. I'm glad that United has the opportunity to be part of that process.