

# An All-in-one Platform to Solve Legacy Payment System Challenges



### CLIENT SINCE

February 2013

### LOCATION

Jackson, Mississippi

### NUMBER OF BRANCHES

175+

### ASSET SIZE

\$17.4 B

### ALKAMI ACH ALERT PRODUCT PORTFOLIO

Positive Pay

EDI Translation

ACH Return and NOC

## Overview

While many financial institutions (FIs) search for the next great payment system, savvy institutions, like Trustmark, are also focusing on modernizing the delivery of existing payment systems to reduce operational expenses and improve the user experience. Trustmark has been serving the financial needs of customers and communities since 1889. Headquartered in Jackson, Mississippi, Trustmark proudly serves customers in Alabama, Florida, Georgia, Mississippi, Tennessee, and Texas and offers tools and technology to enhance financial simplicity and meet the evolving needs of today's customers.

In 2013, Trustmark was looking for a partner to provide their customers with ACH positive pay services. The bank identified the top thought leaders in the payments industry and ultimately decided to partner with Alkami ACH Alert, an award-winning provider of electronic payments fraud prevention technology for FIs of all sizes. The company was specifically looking forward to Alkami ACH Alert's self-service approach, which would allow customers to have real-time control over their transactions.

## Challenge

Over the years, Trustmark and Alkami ACH Alert have built a collaborative relationship that continues to benefit both organizations. Together, the trusted long-term relationship has led to the development of new solutions to market problems including an EDI translation and data export option, as well as a way to deliver ACH return and NOC information. The latest innovation request from Trustmark was a common experience for positive pay. They needed a system that would streamline back end processes, increase adoption and better protect customers against fraud.

## Solution

Alkami ACH Alert committed to working with Trustmark to develop a replacement system for positive pay services using modern, robust technology. The Alkami ACH Alert team spent three days with the Trustmark team to fully understand the day-to-day operations and dive deep into bank functions. It became very clear that a new and integrated front end/back end positive pay system would bring tremendous value to Trustmark. Additionally, the Alkami ACH Alert team took a holistic approach to identify ways to improve functionality and remove manual processes that would ultimately provide a near-real time experience, put the customer in control, and allow the bank to streamline operations to the extent they could re-allocate employees to other functions by reducing the manual workload.

With the help of Alkami ACH Alert, Trustmark was able to streamline operational processes and provide their customers with a single, intuitive platform to modernize the delivery of positive pay, translate EDI information, ACH return, and NOC information.

“ **The collaboration and true partnership we have developed with Alkami ACH Alert has been rewarding. We appreciate their time to come onsite to truly understand our processes for a seamless implementation.**

**Laura Hartness Smith, CTP**

SVP, Director of Deposits and  
Product Strategy, Trustmark

## Results

- Alkami ACH Alert **monitored more than \$2.6 billion in ACH transactions** for Trustmark in 2021 and was **able to return more than \$12.5 million in fraudulent charges**.
- Trustmark will be able to **realize significant savings by replacing legacy systems**.
- Additionally, Trustmark will be enhancing their functionality with a consolidated approach and will benefit from a new revenue stream.  
  
With the streamline of processing and channels, they will be able to enhance functionality for a better user experience which can generate additional revenue for the bank.
- Trustmark has been able to **generate increasing revenue year-over-year** with Alkami. ACH Alert solutions including ACH Positive Pay, EDI Translation and ACH Return & NOC automation, for 9% YOY growth.
- With the consolidated approach, Trustmark has been able to **significantly save time and trees** as they no longer print paper reports to review transactions.
- With the simplified process for onboarding new customers, Trustmark can **have a customer using positive pay within a few hours**, which is a significant improvement over the prior weeks long process.

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## About Alkami

Alkami Technology, Inc. is a leading cloud-based digital banking solutions provider for financial institutions in the United States that enables clients to grow confidently, adapt quickly and build thriving digital communities. The Alkami Platform is the digital banking and fraud mitigation platform of choice for over 300 financial institutions. Alkami's investments have resulted in a premium platform that has enabled it to replace older, larger and better-funded incumbents and provide clients with world-class experiences reflecting their individual digital strategies.

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