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Case Study

Park National Bank builds a trusted investment accounting process with TPG Software

Asset size	Location	Financial institution type	Product
$12 billion	**Ohio**	**Bank**	**TPG Software**

Summary

For nearly 30 years, Park National Bank has relied on TPG Software to support its investment accounting processes. As the bank has grown, including through merger and acquisition activity, the software has provided a consistent, trusted way to manage investments, borrowings, accounting entries, and related data.

By automating nightly entries, centralizing information, and feeding data into the bank's asset/liability management software, TPG Software helps the bank maintain daily visibility into the portfolio without relying on large spreadsheets or repetitive manual entry. The result is a more efficient process, greater confidence in the accuracy of the data, and a reliable record of transactions that supports audit and compliance needs.

The challenge: Maintaining visibility as the bank grows

Park National Bank had already used TPG Software for several years when treasury and investment analyst Amy Adams joined the organization twenty years ago. Over time, she built all of her investment

About the financial institution

Park NATIONAL CORPORATION

Park National Corporation is a $12.7 billion bank holding company headquartered in Newark, Ohio. Park has more than 100 offices and 150+ ATMs in Ohio, Kentucky, the Carolinas and Tennessee, and includes a non-bank subsidiary and two specialty finance companies.

Park bankers take a hands-on, personalized approach to service, delivering an exceptional breadth and depth of resources to individuals, families and businesses.

"Maintaining up-to-date entries lets us **track our portfolio in real time** rather than waiting until the end of the month. I do it daily, so that is a real **time-saver** for me. Plus, it keeps our numbers **at our fingertips** anytime we need them."

Amy Adams
Treasury and Investment Analyst
Park National Bank

accounting processes around the software and came to rely on its consistency as the bank's portfolio and operations evolved. That consistency has become increasingly important as Park National Bank continues to grow. Adams' priority is to keep investment and accounting information current while ensuring that data remains accurate, traceable, and readily available. She recognizes that viewing information across large spreadsheets and entering the same data into multiple systems would consume time, delay visibility, and introduce more opportunities for human error.

Rather than waiting until month-end to post interest and related activity, Adams prefers to record information as close to real time as possible so that she has a complete picture of the portfolio throughout the month.

"Maintaining up-to-date entries lets us track our portfolio in real time rather than waiting until the end of the month," Adams said. "I do it daily, so that is a real time-saver for me. Plus, it keeps our numbers at our fingertips anytime we need them."

The solution: Daily automation and a single source of truth

Park National Bank uses TPG Software to automate investment accounting activity and maintain key portfolio information in one system. Nightly processing supports entries related to interest, accretion, amortization, and other investment activity, allowing Adams to review activity and keep reconciliations current throughout the month.

"Everything runs nightly, so I can keep up with my reconciliations," Adams said. "If something goes awry during the month, I can identify it then instead of waiting until month-end."

Adams also uses automated extracts from TPG Software to feed investment data into the bank's asset/liability management software. This integration reduces the need to manually rekey information and helps the bank use consistent data across its processes.

"The extracts feed into our ALM software, and that is an automatic process," Adams said. "It is a big time-saver compared with manually keying the information into another system."

Beyond investments, TPG Software can support other types of instruments and funding sources, including borrowings and brokered certificates of deposit. Keeping this information within the software helps reduce the bank's dependence on separate spreadsheets. And instead of hunting through large files or maintaining single-entry data in multiple places, Adams and her team can work from one reliable source.

"I have complete confidence in the data inputs," Adams said. "It is a single source of truth for our group."

"When I need help, I need help now, preferably that day. Nine times out of 10, we jump on a screen share so [the support team] can see what I am doing, and **we work through it together**."

Amy Adams
Treasury and Investment Analyst
Park National Bank

The results: Efficiency, confidence, and stronger controls

TPG Software has become an established part of Park National Bank's investment accounting process. Adams said the bank has built a workflow around the software that would be difficult to replace. The primary benefits include:

- Daily efficiency: Automated nightly processing reduces manual work and gives Adams current information throughout the month.
- Faster reconciliations: Daily entries allow the team to reconcile activity regularly and address discrepancies before month-end.
- Trusted calculations: Adams can rely on the system's accounting calculations without independently recreating or repeatedly validating them in spreadsheets.
- Consistent data: Automated extracts provide the bank's asset/liability management software with information from the same trusted source.
- Reduced spreadsheet risk: Investments, borrowings, and related activity can be maintained within TPG Software rather than across separate spreadsheets that may be vulnerable to manual errors.
- Audit support: System-generated calculations and transaction histories give auditors greater confidence than information maintained solely in Excel.
- Compliance confidence: The software preserves a track record of data and transactions, helping Adams demonstrate how activity was calculated and recorded.

"Our auditors appreciate that the investments and borrowings are calculated in TPG Software instead of being maintained on an Excel spreadsheet, where there could be room for human error," Adams said.

For Adams, those benefits extend beyond individual features. The software provides the consistency and confidence she needs to manage an important and increasingly complex function efficiently.

Responsive support when timing matters

Adams also values the support available from the TPG Software team, particularly when questions arise during critical accounting periods. She can reach a person by phone or email and typically receives a response the same day. When an issue is easier to resolve visually, support team members can join a screen-sharing session, review her process, and work through the problem with her.

"I have made calls on our busiest days of the month because I have run into something I need to resolve before close," Adams said. "There has never been an issue they could not help me solve."

The ability to connect directly with a knowledgeable person is especially valuable when Adams is working against a deadline.

"When I need help, I need help now, preferably that day," she said. "Nine times out of 10, we jump on a screen share so they can see what I am doing, and we work through it together."

A consistent foundation for future growth

As Park National Bank continues to grow, Adams wants to ensure that the organization takes full advantage of TPG Software's capabilities. The software already helps the bank automate accounting activity, maintain trusted data, improve auditability, and reduce reliance on spreadsheets. With a long-established process and responsive support behind it, TPG Software gives Adams a dependable foundation for managing increasing complexity.

"Consistency and trust are the biggest things for me," Adams said. "I know the data is there, I know the transaction history is there, and I know the process supports what I need to do."

About Abrigo

Abrigo is a leading technology provider of compliance, credit risk, lending, and asset/liability management solutions that community financial institutions use to manage risk and drive growth. Our software automates key processes—from anti-money laundering to asset/liability management to fraud detection to lending solutions—empowering our customers by addressing their Enterprise Risk Management needs.

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