



## CASE STUDY

### Bank Taps Custom Credit Systems For Straight-Through Processing System for Multiple Lines of Business

**Who:** A \$10 billion asset publicly traded bank based in the Midwest with more than 100 branches. The bank used multiple systems to originate and maintain several lines of business, including commercial, business banking and wealth management including trust, private banking and investment as well as working closely with leasing companies to provide debt, equity and bridge financing.

**Challenge:** Due to the mergers and acquisitions, the bank was using a number of disparate systems while also performing many manual processes such as preparing and coordinating closing and boarding transaction. Since data was being captured separately for each system, many individuals touched small pieces of the process, requiring redundant error checking to ensure data integrity.

Additionally, the current application did not give the bank the flexibility to enhance the system as needed. It was an arduous task that took many man-hours to complete.

With the desire for continued growth, the bank determined that eliminating and reducing the number of activities that were being conducted throughout multiple departments and streamlining all processes would better position it for the future; however, it did not want to increase overhead to manage any additional systems that might be needed.

**Bottom Line:** The bank sought an enterprise-wide straight through processing loan origination system that would manage all its lines of business, and it also wanted to incorporate the customer management system.

**Objectives:** The bank had several objectives including a scalable system that allows for greater efficiency, and the standardization of processes across business lines that can be easily transported into new environments. A system that would promote data integrity

and accuracy while improving the ability to more efficiently manage individual and team workload. Other objectives included implementing a system that:

- Reduces the cost to process commercial credit
- Integrates into the customer relationship management system
- Improves portfolio quality documentation
- Allows consistent reporting
- Increases productivity while facilitating better customer financial management
- Increases efficiency for audits and credit exams
- Improves time to market for credit decisions
- Automates the collection and maintenance of due diligence information gathered during the credit approval process
- Makes information available to all lending segments responsible for managing the credit support process to handle special account needs

**Solution:** CCS implemented a system that is a central repository for data, which reduces data entry redundancy and offers access to information to multiple bank departments as needed. The centralized configurable system captures data that can be used to assess and balance work loads, track trends and offer a high-level view of what other enhancements might be needed in the bank's processes. CCS' solution also automates the creation of "queue" items based on business rules and data extracts from the old system to maintain data accuracy and integrity. Management reports can now be better defined to meet business needs. With CCS the bank can eliminate or reduce the duplication of activities being conducted and make lending a more streamlined, cost efficient process.

**Results:** After installing CCS' CustomLender, the bank has been able to manage 25 percent more assets without having to add additional employees. This efficiency has translated into a savings of \$1.3 million for the bank. The system also created increased process efficiency by eliminating the need to pull information from multiple systems. The new system also allows greater access to processing resources.