

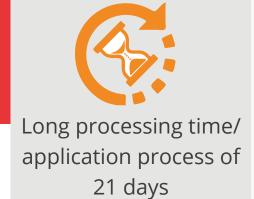
End-to-End transformation of a national commercial credit provider



A leading North American Financial Institution was looking to transform their commercial credit operations in order to reduce their process to decision time.

Current State Assessment

A detailed assessment of the current state indicated multiple bottlenecks:







Desired State

The plant operations were completely overhauled to achieve the following objectives:

- Improvement in customer experience, speed of delivery, accuracy and completeness
- Optimization of credit reviews through a complete review of lending policies
- Simplification and standardization of processes and tools
- Enablement of highly competitive service capabilities through re-envisioned technology
- Determination of client service preferences including channel

Accomplishments



Decision Time reduced from 21 days to 5 days



Underwriting effort savings equivalent to 150 FTE



Optimized lender training and knowledge support



Introduction of algorithms to underwrite low risk credit