



## **A Top Regional and Community-centric Bank in the US Advances its Commercial Lending Operations with Newgen**

*Empowered 120 users to handle an average of 150-200 loan deals/month*



# Overview

Our customer, a community-driven bank, provides personalized commercial lending services. The bank has empowered thousands of businesses in securing financing for projects, including expansions, acquisitions, real estate ventures, and construction. However, the bank encountered challenges with its outdated systems, reporting, and cumbersome loan approval processes. To optimize operations, regulate costs, and transform customer experiences, it selected Newgen as a digital transformation partner.



# Customer's Pain Points

Before the bank collaborated with Newgen, it encountered several operational issues. The existing loan management system resulted in delays, increasing costs, and slower response times. Some notable challenges included:

## 1 Manual processing

Heavy reliance on manual data entry and document management slowed down loan processing and approvals

## 2 Multiple interfaces

Delays due to constant toggling between different platforms for credit data, financial analysis, document preparation, and application processing

## 3 Inconsistent customer experience

Disjointed workflows for closing packages and document e-signings resulted in a broken customer experience

## 4 Inefficient document management

Manual creation of documents like agreements, and managing them in separate interfaces, resulted in a delayed response

## 5 Reporting issues

Lack of flexibility and user-friendliness hampered data and report management, affecting decision-making

## 6 Limited access to external data

Lack of real-time external data on applications, such as credit bureau, financial analysis, and appraisal data for application evaluation

## 7 Rising costs

Increased cost per invoice and employee, impacting profitability and competitiveness

# Regular Industry Approach

In the banking sector, many organizations implement different software solutions to address inefficiencies in their loan management. While these software solutions offer automation of tasks, such as data extraction, validation, and loan approval workflows, they are still piecemeal automation.

The systems fall short when it comes to scalability and effortless integrations with third-party systems. Implementing a unified platform that combines all these robust capabilities is crucial, enabling loan administrators to efficiently oversee the entire loan lifecycle, from start to finish.

## Streamlined Operations with Newgen's Commercial Lending Solution

Newgen addressed the customer's challenges by implementing a comprehensive Commercial Loan Origination Solution (CLOS) –built on a low-code platform. This digital platform offered an end-to-end solution for managing commercial loan processes, covering loans for real estate (CRE), commercial and industrial (C&I), and construction projects. The solution enabled the bank to simplify its end-to-end loan journey, including origination, approvals, appraisals, documentation, servicing, renewals, and modifications, all within an integrated workflow.



# Key Highlights of the Solution

## Unified interface

Deployed a platform that orchestrated the complete loan lifecycle, from origination to disbursement, giving users a 360-degree view of each loan on one single interface

## Automated workflow

Implemented decision and rule-based workflow for standardized and accurate loan evaluation, decisioning, and approvals. Managed system rules through business rule engine, enabling straight-through processing of simple applications

## Flexible business rules

Deployed Business Rules Management System (BRMS) and Master Data Management (MDM) modules, enabling users to easily make real-time adjustments to existing business rules

## Financial analysis

Implemented a spreading module to help adjudicators assess financial “ratios” and “health” of individuals and corporations within the same interface

## Robust integrations

Ensured smooth integrations with almost 15 other systems (credit bureau, appraisal, KYC search, property search, business search) to pull and prepare the data for officers to view in the unified interface. The system was automated to push analytics and documents to required external systems as well



## **Inbuilt document management system**

Enabled officers to access all loan documents in a single interface, including the ones uploaded by the customers. Automated document creation through third-party integration, consolidating all required documents in one system

## **e-Signing capabilities**

Automated digital document signing, enhancing speed and security for closing packages

## **Customer portals**

Provided customers with real-time updates, document sharing, and the function to apply, track status, and provide the requested information from the comfort of their home

## **Smart dashboards**

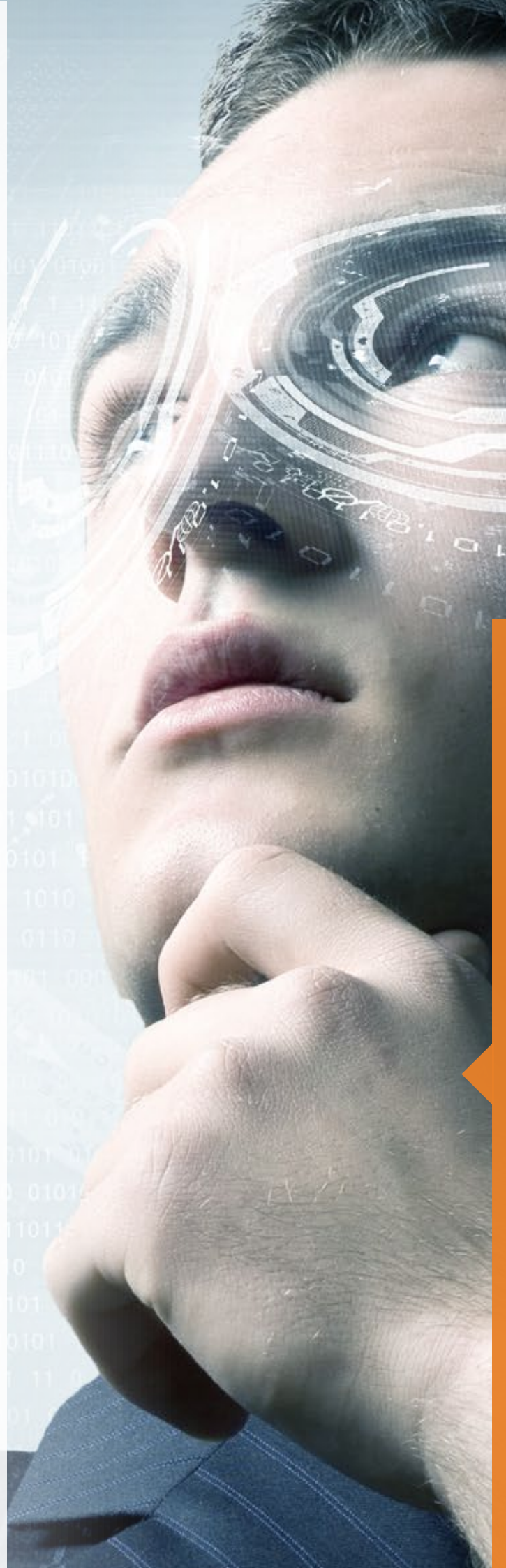
Enabled loan officers with real-time analytical dashboard to prioritize applications, track progress, and ensure no deal gets overlooked

## **Advanced reporting**

Provided a robust Business Activity Monitoring (BAM) tool with comprehensive reporting capabilities, enabling users to create, modify, and analyze data reports for more informed decision-making

## **Comprehensive audit**

Ensured audit creation for every action, resulting in enhanced transparency and visibility



# Qualitative and Quantitative Benefits Achieved

**Increased operational efficiency:** Significantly reduced turnaround times and manual effort

**Enhanced decision-making:** Access to real-time data/reports/audits, leading to more informed business decisions for senior management

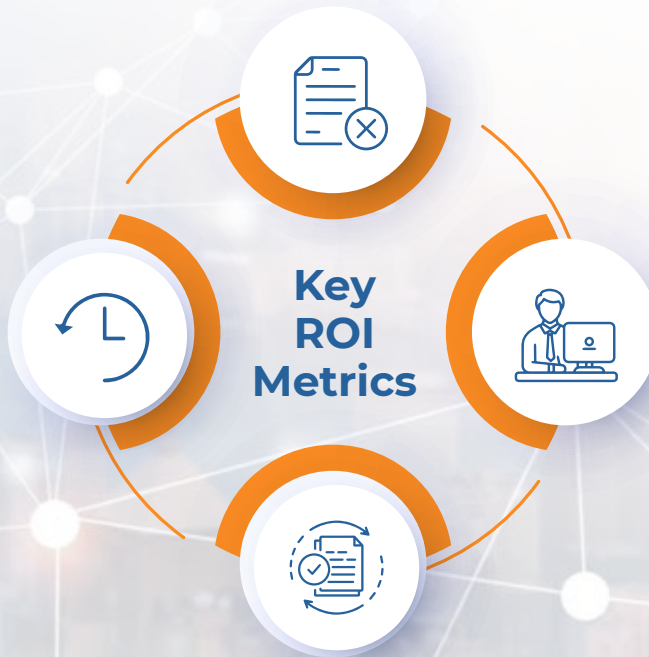
**Increased cost savings:** Reduced operational costs associated with manual processes

**Enhanced customer experience:** Created a more transparent and efficient loan application experience, enhancing customer delight

**Hassle-free document management:** Substantial reduction in effort and costs for document management

Successfully processed an average of  
**150-200 loan deals per month**

**7% reduction** in rejected applications



**40% of loan approvals** processed without manual intervention

Loan turnaround time reduced to  
**under 2 days**



# Conclusion

By leveraging Newgen's CLOS, the bank successfully optimized its entire loan process on a unified platform. The deployment helped maximize efficiency, reduce operational costs, and enhance customer satisfaction. Furthermore, the robust capabilities, including seamless integration with third-party tools, comprehensive reporting, and smart dashboards, provided the bank with the agility needed to stay competitive.

## About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, communication management, and AI/ML capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries, Newgen unlocks simple with speed and agility.

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