



A Large New York-based Bank Transforms its Commercial Loan Origination with Newgen

*Improved employee productivity by **45%**
and reduced turn-around-time by **40%** |
Enhanced tracking and monitoring of
loan applications by **75%***

Overview

Our client is a well-known New York-based large bank that offers a full range of consumer and business products to its customers with a focus on business accounts and commercial lending. Aspiring to be preeminent, the bank was on an upward growth trajectory. It wanted to efficiently manage the growing volume of its Commercial and Industrial, Commercial Real Estate, and Small Business Administration loan applications. However, its current siloed processes, turnaround time, lack of tracking and monitoring mechanisms, and legacy systems turned into a growth bottleneck. To overcome these hurdles, the bank selected Newgen's **Commercial Loan Origination Solution**, which enabled it to offer a superior customer experience and achieve desired business goals.

“We have been working on this journey with Newgen for about six months now and we are excited that we are implementing technology that will enable us to have a much better control over our Commercial Loan process.”

Sr. Vice President, Credit Administrator

The Client's Pain Points

Legacy systems: Outdated processes and systems restricted the client's ability to configure its lending process and stay ahead in the banking market. It also disabled them from using the data stored in its legacy systems.

Lack of tracking and monitoring mechanism: The bank lacked a mechanism for tracking and monitoring loan applications, covenants, and customer documents. It didn't have a defined workflow for renewing and modifying SBA loans. Moreover, there was no means of reviewing critical loan parameters.

High turnaround time: Siloes across multiple systems, manual loans, and the involvement of multiple departments to process a loan application resulted in significant delays in loan approval and disbursement.

Siloed processes: Broken processes resulted in important communication getting lost in transit, critical information being misplaced critical information, and documentation becoming untraceable.

“We realized that as much as we wanted to grow, we needed to build upon a stronger infrastructure that could support our aspirations.”

Sr. Vice President, Credit Administrator

Regular Industry Approach to These Pain Points

Intense competition and an increasing focus on customer-centricity have pushed commercial banks to shift from a business banking model to a business of experience model. A comprehensive platform focuses on minimizing manual labor and enabling knowledge workers that can offer work of value to deliver superior customer experience. Solutions in the market offer banks a number of capabilities, such as end-to-end credit transformation, loan portfolio monitoring, automated loan segregation, and document management. By automating the lending process, these solutions help foster seamless collaboration across departments, track loan applications, and optimize the entire loan origination and approval process.

How Newgen's Loan Origination Solution Made a Difference

Agile & Configuration Product: The implemented solution offered a configurable framework. The bank was able to make dynamic changes as per their business requirements.

Solution Convergence: Optimized, standardized approval workflows and committee approvals to ensure consistency and efficiency

Domain Expertise in Banking: To expand, the bank wanted a credible partner for the project. Newgen's expertise in financial services was an easy choice for the client.

Global Delivery Model: Newgen's industry-recognized Global Delivery Model helped the bank in faster implementations and better customer participation from the very beginning of the project.

Outcome-based Approach: The Loan Origination Solution offered a fine balance between business and IT features. Business benefits included role-based governance, extensive checks and balances, configurable processes, etc., while IT benefits included leveraging investment in legacy systems, less disruption, and change management.

Key Processes Transformed

Loan Origination Process for the following:

- Commercial & Industrial (C&I)
- Commercial Real Estate (CRE)
- Small Business Administration (SBA)

"We searched out various vendors and found that Newgen was the vendor that was able to meet all our needs."

Sr. Vice President, Credit Administrator

Newgen's Loan Origination Solution Delivers Promise

The solution aligned with the bank's overarching vision of delivering premium services and enhanced customer experience. It catered to the bank's growing scale of operations and streamlined processes.

End-to-End Automation

- *Comprehensive reporting*
- *Standardized lending processes*
- *Enhanced tracking and monitoring of loan applications by 75%*

Improved Compliance & Process Automation

- *Improved First-Time-Right practice by 50%*
- *Increased customer auditing and regulatory compliance by 75%*

Increased Profitability

- *Improved employee productivity by 45%*
- *Reduced turn-around-time by 40%*
- *Reduced operational cost by 50%*
- *Improved performance*

Better Visibility and Control

- *Better visibility of process status by 75%*
- *Enhanced external/internal audit capabilities*
- *Reduced manual intervention by 30%*
- *Reduced risk of NPAs and loan defaults with periodic financial analysis independent of loan processing*
- *Reduced risk exposure*

Enhanced Customer Experience

- *Improved customer service tracking by 75%*
- *Faster loan disbursement by 45%*
- *Regular e-mail/letter communication with customers*

Conclusion

The client's decision to automate its commercial lending process with Newgen significantly improved customer experience, reduced risk exposure, and decreased turnaround time. Digitizing the end-to-end lending process enabled the bank to scale its operations and become more competitive.

"We are all very excited about the implementation of Newgen technology in our Commercial Lending platform, and we are looking forward to the benefits of it, which are efficiency, standardization, control, and even the ability to generate more income by getting loans booked quicker."

Sr. Vice President, Credit Administrator

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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