



# 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:



Long processing time/  
application process of  
21 days



High unit cost of  
operations



30% turnover in  
sales staff

## 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