



A 150-year-old  
Community Bank  
in the US

# Accelerates Loan Processing with Newgen

*Achieves  
2x faster loan  
disbursement*



## Customer Overview

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The customer is one of the oldest and largest independently-owned community banks in Texas, with over 28 branches throughout North Texas. Founded in 1875, it offers traditional banking products and services to individuals, businesses, and municipal governments, as well as investment and estate planning services through its wealth management arm.

The financial institution decided to overcome fragmented workflows and create a seamless experience for its customers via an intuitive, digital platform. Looking to modernize its system, the bank opted for **Consumer Lending Automation Solution** by Newgen to automate its loan origination process after a thorough evaluation.

## Core Challenges

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The bank faced several operational bottlenecks that hindered its ability to provide seamless lending experience, such as:

**Limited Digital Access:** The lack of a digital platform compelled customers to visit the bank in person to apply for loans. This led to longer approval time and increased workload for the staff

**Fraudulent Transactions:** The absence of automated fraud detection made it challenging to identify fraudulent applications in real time. This increased the risk of identity theft, document manipulation, and financial losses

**Limited Process Visibility:** Customers and internal teams faced difficulties in tracking loan applications due to the lack of a centralized system

**Compliance Risks:** Manual adherence to regulatory policies increased the risk of human errors, inconsistencies, and non-compliance





## Regular Industry Approach

Loan processing still relies heavily on manual approvals and in-person branch visits, making the experience tedious for both customers and employees. While some banks have adopted digital tools, fragmented systems and limited automation continue to cause delays and inefficiencies. This outdated approach is not enough to meet the growing demand for speed, accuracy, and convenience. The industry requires a unified, intelligent loan origination platform that streamlines the loan lifecycle and delivers a fully digital, hassle-free experience.



## How Newgen Helped?

The bank opted for Newgen's AI-first Consumer Lending Automation Solution—a comprehensive digital solution that automated the workflow, centralized its operations, and provided real-time visibility into loan applications. With intelligent automation and a user-friendly digital interface, the bank could process loans faster, reduce operational risks, and improve customer engagement.

### Key Highlights:

**End-to-end Loan Automation** – The system automated the entire loan journey, from application submission to disbursement. Standard cases were processed immediately through the rule-based engine that supported straight-through-processing, while complex cases were directed to the underwriters

**Centralized Digital Platform** – Newgen's solution integrated all loan origination processes onto a unified platform, allowing seamless coordination between departments

**Third-party Integrations** – The solution integrated seamlessly with external credit bureaus, fraud detection systems, and regulatory platforms for seamless data verification

**Paperless Processing** – The system allowed for digital document uploads, e-signatures, and automated verifications, eliminating the need for manual paperwork

**Real-time Loan Tracking** – AI-powered monitoring enabled customers and internal teams to track application status at every stage, improving transparency

# Implementation Impact



**2x Faster Loan Approvals:** Automation of the loan origination process helped the bank reduce processing time significantly



**Improvement in First-time-right (FTR) Delivery:** By eliminating manual data entry and implementing automated validation checks, the bank significantly improved its FTR score, minimizing errors and rework



**24x7 Digital Access:** With an online platform, customers could easily apply for loans, submit documents, and track their application status from any device, anytime



**Increased Productivity:** With a reduced manual workload, the bank staff could focus on high-value tasks, leading to greater operational efficiency



**Enhanced Compliance & Risk Mitigation:** Built-in automation ensured that policy adherence was standardized and error-free, while fraud detection integrations improved security, thus lowering litigation expenses

## Conclusion

By embracing digitization and automation with the help of Newgen's Consumer Lending Solution, the bank successfully delivered faster, more efficient, and customer-centric services while reducing expenses, mitigating risks, and driving innovation for growth.

## About Newgen

Newgen is the leading provider of an AI-first unified digital transformation platform with native **process automation, content services, customer engagement, 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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