



A Fast-growing US Commercial Bank Modernizes **Loan Processing with Newgen**



About the Customer

The customer is the largest independent state-chartered commercial bank in Florida. Founded in 1982, the bank offers a wide range of financial products to serve privately-owned businesses, real estate developers, construction companies, professionals, and high-net-worth individuals. It chose Newgen's AI-first Lending solution to modernize the credit origination journey.

Key Strengths of the Bank



Diversified offerings like Global Financing, Commercial & Personal Lending, Investment Management, and Financial Advisory

Operational Pain Points



System inflexibility and integration inefficiencies that prevented the automation of key functions like loan origination and regulatory compliance



The Customer's Challenges

- **Limited Digital Access:** In the age of digital-first banking, the absence of a digital platform was a significant setback. The bank's customers had to visit the branch to apply for loans, which was time-consuming and inconvenient for the borrowers and the bank's staff.
- **Manual Credit Workflows:** Critical workflows like credit policy exception management were manually executed, causing inconsistent practices and flawed decisions.
- **Compliance Risks:** Relying on manual checks to meet regulatory policies left room for human errors, making the bank vulnerable to compliance breaches.
- **Operational Complexity:** Disjointed processes and limited cross-functional collaboration created complexity and slowed execution. Loan applications moved through multiple disconnected systems, causing loan approvals and disbursements to be delayed.
- **Absence of System Integration:** The lack of integration between critical existing systems created inefficiencies and restricted scalability.



Why Standalone Upgrades Didn't Work

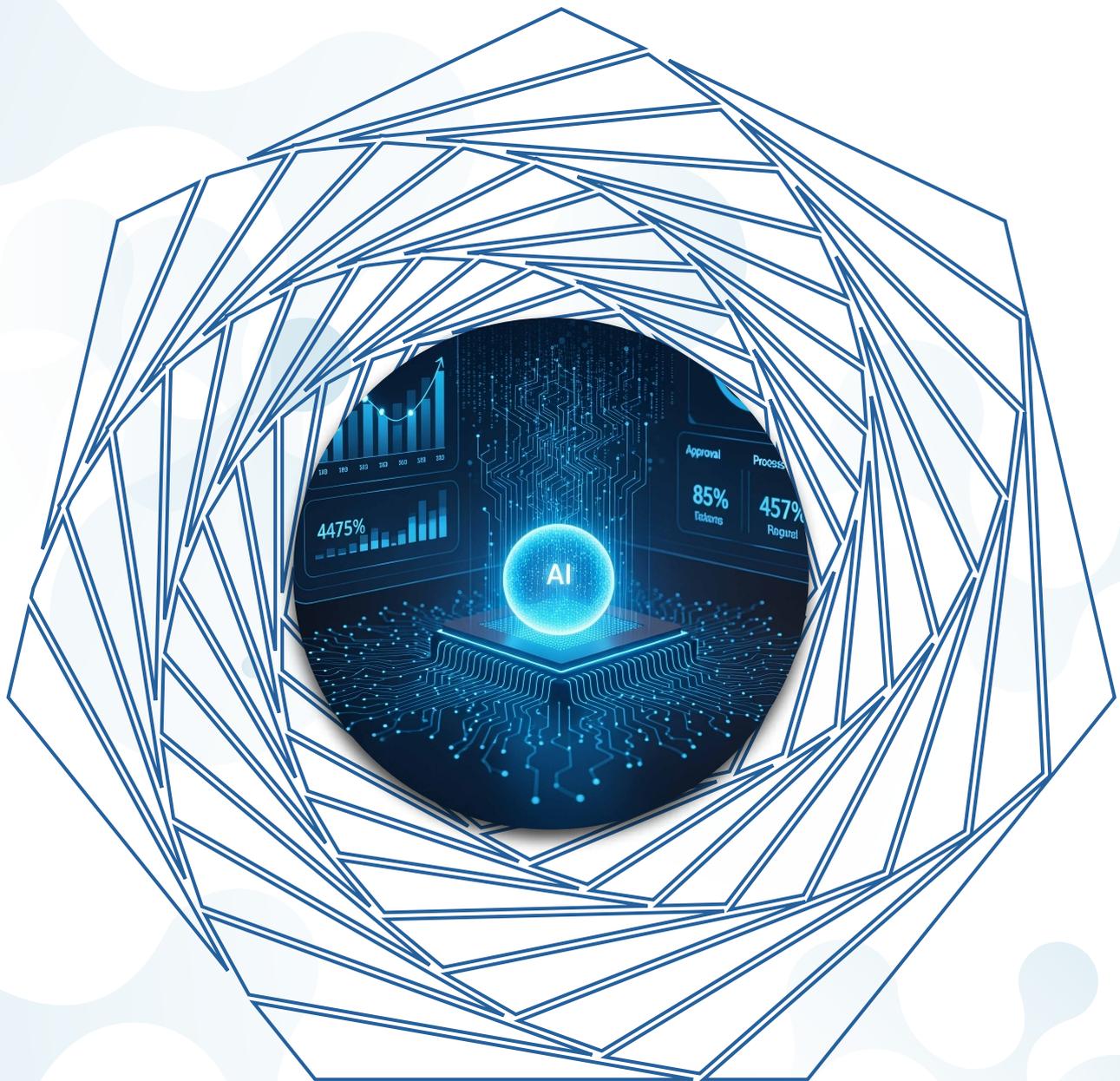
The conventional industry response to consumer lending challenges typically involved incremental system upgrades or piecemeal replacements. Banks implemented standalone solutions for digital loan applications, credit policy automation, or compliance tracking, leading to fragmented processes and integration bottlenecks. Over time, the patchwork of custom-built workflows and third-party integrations added complexity and increased maintenance costs. While traditional automation reduced manual efforts, it lacked scalability and agility.

In contrast, a modern approach leverages AI-driven, low-code platforms that enable seamless end-to-end automation. These platforms support process standardization, real-time fraud detection, regulatory compliance, and enhanced customer experience—all within a unified and configurable ecosystem.



Newgen's Future-ready Lending Automation Solution

Newgen addressed the customer's challenges by implementing the **AI-first Consumer Loan Origination Solution**. The solution streamlined the loan lifecycle, significantly reduced operational inefficiencies, and ensured compliance. It also allowed the bank to launch innovative offerings swiftly, deliver a seamless experience across channels, and enhance lending decisions through intelligent, data-driven insights.



Key Features of the Implemented Solution

Intuitive Customer Portal:

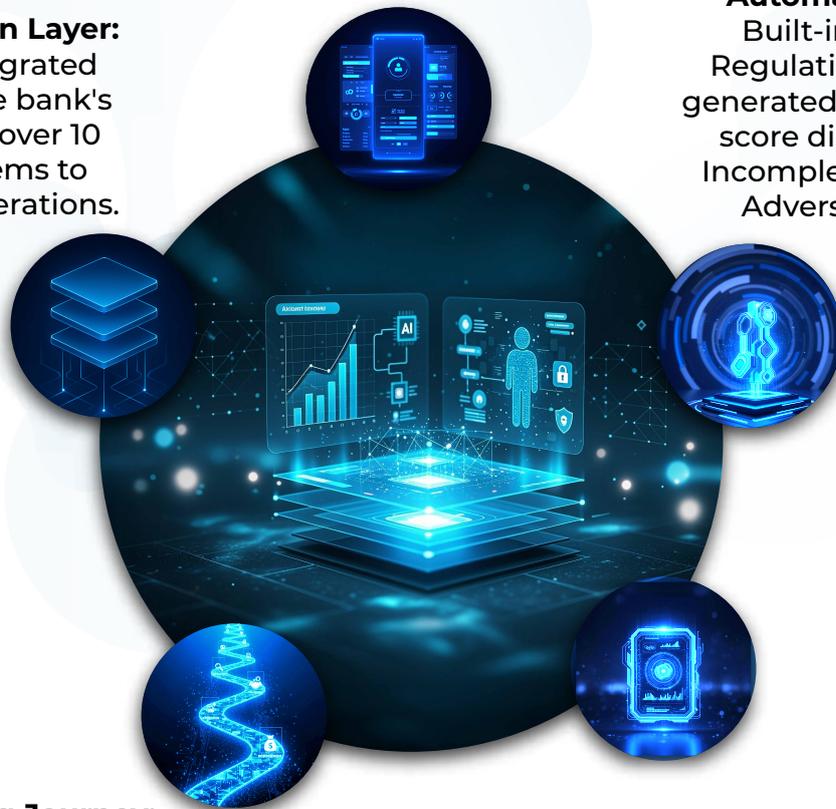
A unified, user-friendly portal enabled the bank's customers to initiate loan applications across devices, as well as in-branch, through an intuitive, omnichannel portal.

Automated Compliance:

Built-in automation for Regulation B requirements generated and delivered credit score disclosure, Notice of Incomplete Application, and Adverse Action Letters.

Robust Integration Layer:

The solution integrated smoothly with the bank's core system and over 10 third-party systems to ensure unified operations.



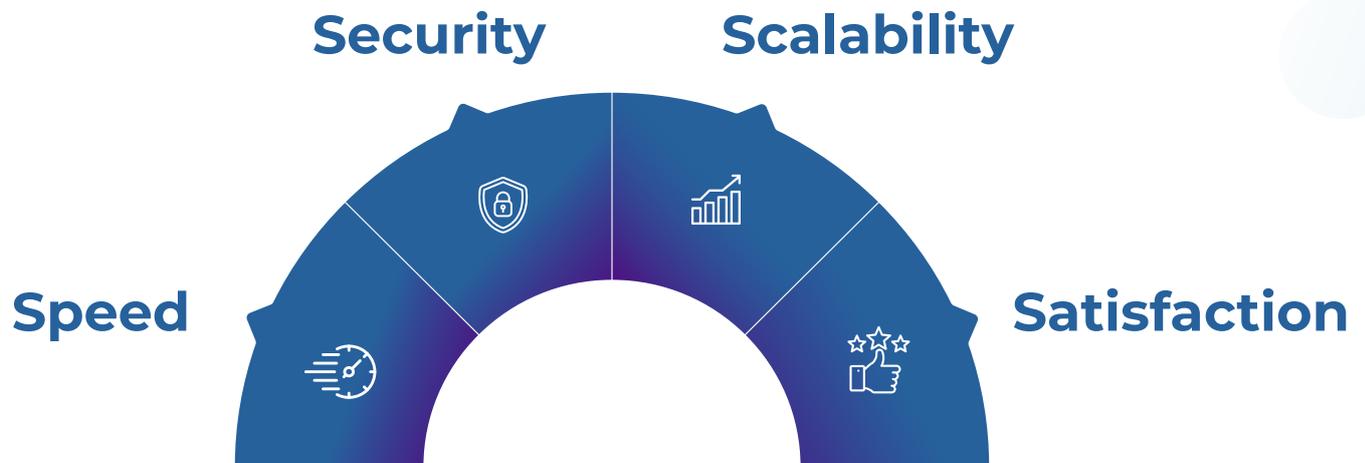
Digital Lending Journey:

The solution embedded machine learning models across the entire lending lifecycle, from credit decisioning to fulfilment, to create a paperless environment and accelerate loan approvals.

Intelligent Underwriting Module:

AI modules, pre-configured business rules, and a low-code platform enhanced underwriting decisions by automating credit policy evaluations and exception management.

Business Benefits Achieved:



- **Reduced Manual Interventions:** End-to-end process automation across credit policy enforcement, compliance checks, and loan booking minimized manual efforts.
- **Faster Loan Approvals:** A streamlined loan origination process reduced turnaround time and led to improved customer satisfaction.
- **Enhanced Compliance & Security:** The bank mitigated identity theft and financial fraud by adhering to automated regulatory requirements and embedding fraud detection measures.
- **Optimized Employee Workflows:** The solution helped the bank's team focus on high-value customer interactions by eliminating iterative tasks and automating documentation.
- **Scalability & Future Readiness:** The bank was equipped with a flexible, scalable platform to support growth and adapt to the market.



To Sum Up

By embracing Newgen's Intelligent Consumer Loan Origination Solution, the bank successfully automated its lending processes, improved compliance, and enhanced both employee efficiency and customer experience. This digital transformation positioned the bank for scalable growth and long-term innovation in a competitive market.



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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