

CG leads high-stakes replacement of commercial lending platform responsible for 40% of client's revenue

Change is good, but hard

Challenge: Massive initiative to replace antiquated commercial lending platform hindered by lack of consensus and expertise.

CG's client — a Top 20 U.S. Financial Institution — faced regulatory pressures, customer flight and business disruption unless it replaced its 30-year-old commercial lending platform. The client selected a new vendor-based platform that would improve the quality and efficiency of its loan origination, servicing and documentation capabilities. However, getting the initiative up and running posed a host of challenges, among them: aligning business and technology teams, implementing large-scale change and managing the overwhelming number of project components and stakeholders.

Comprehensive plan of attack

Solution: CG's advisory and delivery expertise drove rapid plan development and program execution.

The client turned to CG for its recognized leadership in managing complex projects and change initiatives, as well as its ability to build cross-enterprise consensus.

CG's contributions included:

- Instituting a program execution framework within 30 days
- Creating detailed planning roadmaps to achieve business and regulatory-driven milestones
- Designing plans for the concurrent deployment of a servicing system conversion, originations platform and loan documentation systems
- Providing project and commercial lending SME resources to complement existing client teams
- Building out a formal Organizational Design & Change Management strategy and launching key initiatives to support technology delivery timelines

CASE STUDY

TOP 20 U.S. FINANCIAL INSTITUTION

Rapid and remarkable progress

Result: CG partnership gets multi-year initiative on track and keeps it moving on schedule and on budget.



Complexity

CG planned three concurrent system deployments that encompassed:

125+

applications

20

LOBs

20,000

associates

10

system sunset efforts

3-5

year project life span



90 days

Fast-tracked roadmap development, strategy refinement and mobilization of resources — and positioned initiative for long-term success



About CG's Lending Practice

CG's Lending Practice is powered by 400 professionals with an average tenure of 15 years in the financial services industry. What makes them unique is their depth of experience not only in the financial services industry and lending, but their experience as operators and technologists who understand the industry and have lived through your challenges. It's this powerful blend that guarantees best practices for your business, provides outstanding service to your customers, helps gain efficiencies and reduces organizational and project risk.

"CG is very solid in the home and commercial lending space; they are people that really understand the business."

TOP 4 U.S. BANK

They are able to bring resources with real expertise to the business — in every individual on the team."

Carlisle & Gallagher Consulting Group, Inc. (CG) is the business and technology consulting firm that **7 of the 10 largest financial institutions in North America** count on to help them solve their greatest challenges. We've earned the trust and ongoing partnership of these industry leaders because of our exclusive focus on the financial services industry, the unparalleled experience of our people, the exceptional customer experience we provide and the definitive, repeatable results we consistently deliver. As an NTT DATA company, CG brings the added benefits of broad technology depth, cross-industry innovation and global reach from NTT DATA's position as a leading IT services provider and global innovation partner with 76,000 professionals based in over 40 countries.

Let's Get Started

To learn more about how we can help you succeed, please contact:

John Dyer

Lending Practice Lead

john.dyer@cgcginc.com

704.340.8230



@mortgagevet



www.linkedin.com/pub/john-dyer/6/b69/150

