

A black and white portrait of Martin Boyd, a middle-aged man with short, light-colored hair, looking directly at the camera with a slight smile. He is wearing a light-colored, patterned shirt under a dark suit jacket. The background is dark and out of focus.

A **FASTER** time to **YES.**

A better **customer** experience.

THE NEED FOR SPEED:
HOW TO DIGITIZE COMMERCIAL LENDING NOW
THE C-SUITE'S GUIDE TO DIGITAL LENDING

MARTIN BOYD
DIVISION EXECUTIVE, INSTITUTIONAL AND WHOLESALE, FIS



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DIGITAL HAS TRANSFORMED
COMMERCIAL LENDING.
NOW IS THE TIME TO MODERNIZE
YOUR BUSINESS TO FUEL GROWTH
AND PROFITABILITY

MARTIN BOYD

DIVISION EXECUTIVE, INSTITUTIONAL AND WHOLESALE, FIS

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FIS

HOW TO ACCELERATE

Your Journey to Digital Lending

The commercial lending market is undergoing widescale digital transformation. Customers are demanding faster speeds, more personalization and superior service.

This e-book will help the C-suite at banks evaluate how digitizing lending processes helps meet their goals and shapes a new technology strategy and operating model.

As a consequence, we hope to provide the inspiration for moving swiftly to adopt digital lending platforms.

Banks operate in a “buy, don’t build” era where leading vendors provide technology as a service throughout the lending life cycle. By partnering with FIS, your bank can offer digital lending and shorten lending approvals to increase efficiency and competitiveness. Use digital lending to deliver A Faster Time to Yes and a better customer experience.

Start today.

A black and white portrait of a man with short, dark hair, looking directly at the camera with a serious expression. He is wearing a dark suit jacket over a light-colored, patterned shirt. The background is dark and out of focus.

SPEED IS THE

New Differentiator

You're competing with more companies than ever. That's why you're partnering with FinTechs to gain fast access to new capabilities. You're also keeping a watchful eye on nontraditional providers that operate platform businesses, offer credit and digital payments, and have a growing customer base.

DAVID RATNAGE

DIRECTOR OF PRODUCT MANAGEMENT
COMMERCIAL LENDING, FIS

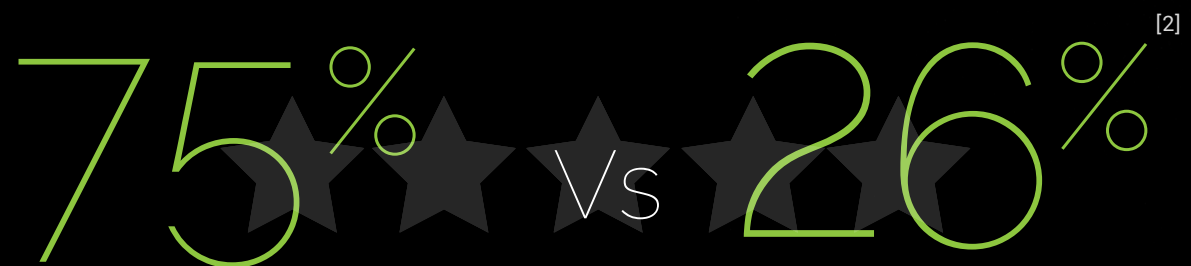


AT BANKS,

Digital Transformation Opportunities Abound



Customers rate their experience with banks more highly than non-bank alternatives



However, 46% are willing to leave banks to get better service elsewhere.^[3]

Bank leaders fear disintermediation by fintechs – one reason



80% of the top global banks have formed partnerships with them.^[4]

[1] The State of Digital Lending, American Bankers Association research study, 2018, page 6, <https://www.aba.com/Products/Endorsed/Documents/ABADigitalLending-Report.pdf>.

[2] Ibid.

[3] Banking on Value: Rewards, Robo-Advice and Relevance (2016 North America Consumer Digital Banking Survey), Accenture Digital Banking survey, 2016, https://www.accenture.com/t20160609T222453_w_/us-en/_acnmedia/PDF-22/Accenture-2016-North-America-Consumer-Digital-Banking-Survey.pdf.

[4] Gerald Chappell et al., "The Lending Revolution: How Digital Credit Is Changing Banks from the Inside," McKinsey & Company, August 2018, <https://www.mckinsey.com/business-functions/risk/our-insights/the-lending-revolution-how-digital-credit-is-changing-banks-from-the-inside>.

AT BANKS,

Digital Transformation Opportunities Abound cont.

Fortunately, you have already optimized your bank's online and mobile channels to deliver a great customer experience. Now, you need to bring speed to the credit assessment process and strengthen your control framework.

Here are some C-suite priorities:



CEOs and COOs want to create highly profitable digital businesses with strong analytics.



CIOs want to adopt the best emerging technology to enable and modernize the business.



CROs want to adopt a more unified approach to managing risk with a data-driven operating model.

Heads of Commercial Lending want to achieve all three!

IT'S TIME TO DELIVER A

Faster Time to Yes

You're operating in a fast-growing market where digital competition is fierce. In this environment, the most important dynamic is speed.

Your customers want:



Personalized offers and service, frictionless processes and full loan application transparency



Fast approvals and time to cash to achieve strategic goals



Aggressively, capitalizing on market opportunities

TECHNOLOGY IS

Rewriting the Rules of Lending Approvals



It takes an average of **44 days** to close a commercial loan^[6]
– and up to **three months** to provide cash.

New AI-driven services can close loans in **hours**.^[7]

[5] Need Accenture source from FIS.

[6] Chris Nichols, "Here Are the Latest Closing Time Statistics For Commercial Loans," CenterState Correspondent Division, Online Article, September 26, 2017, <https://csbcorrespondent.com/blog/here-are-latest-closing-time-statistics-commercial-loans>

[7] "Fountainhead Commercial Capital Speeds Commercial Real Estate Loan Approvals Using AI," Press Release, September 14, 2017, <https://www.marketwatch.com/press-release/fountainhead-commercial-capital-speeds-commercial-real-estate-loan-approvals-using-ai-2017-09-14>.

TECHNOLOGY IS

Rewriting the Rules of Lending Approvals cont.

By automating and digitizing your credit operations, and harnessing an end-to-end platform, you can:



Speed up
processes



Increase
win rates



Keep and build a
profitable customer base



Reduce business
and financial risk



Decrease
financial
overhead



Deliver a better
customer experience

A black and white portrait of Shalini Rooney, a woman with long dark hair, smiling. The portrait is on the left side of the slide, with a dark background.

IT'S EASIER THAN EVER TO Provide Digital Lending

How can CEOs, COOs, CIOs and CROs develop digital lending businesses that cut response times, reduce costs and boost topline revenue?

Let's review your imperatives and discover how they're met.

SHALINI ROONEY
PRINCIPAL CONSULTANT, RISK AND COMPLIANCE, FIS





IMPERATIVE #1

Cut Response Times

Automate processes and enable data-driven insights to speed A Faster Time to Yes within hours. Provide customers with self-service access to real-time information to meet their business needs. By doing so, you can grow quickly.

The CEO and COO's Goals

- Grow your bank's share of commercial lending with a data-driven business.
- Become lean and effective to help fuel sustainable growth.
- Deliver rich self-service capabilities that align with customer expectations

Here's how FIS helps you achieve these goals:

- Acquire an end-to-end lending platform for fast growth and cost-effective scale.
- Transform lending into a data-driven business, using analytics and self-service to optimize the customer journey.

The CIO's Goals

- Provide customers with more digital channels and an omnichannel experience.
- Deploy new technology fast, to gain new capabilities such as digital workflow and automation.

Here's how FIS helps you achieve these goals:

- Deliver a truly digital experience, from loan origination to servicing, that extends deeper into the customer journey.
- Increase business agility and scale faster and more cost-effectively.

The CRO's Goals

- Ensure that risk is fully addressed in digital business.
- Embed risk in decision-making, offering risk-based pricing.
- Gain fast access to consolidated reporting.

Here's how FIS helps you achieve these goals:

- Assess deal and relationship profitability with regard to risk.
- Get one source for real-time digital reporting, so you know your risk position at all times.



IMPERATIVE #2 Reduce Costs

Connect internal systems and processes across your bank to increase efficiencies and reduce costs, enabling your employees to spend time on tasks that add value.

The CEO and COO's Goals

- Take cost out of your organizational structure, freeing up resources for innovation initiatives.
- Drive value by empowering front-line staff to spend more time with customers.

Here's how FIS helps you achieve these goals:

- Reduce back-office costs and free up staff by providing a self-service portal to customers.
- Gain an end-to-end digital platform that strips time, cost, and risk out of lending processes.

The CIO's Goals

- Access market-leading technology that provides continuous updates and connects internal processes, lowering costs and improving controls.
- Use technology to connect the front, middle, and back office for greater efficiency, including legacy systems.

Here's how FIS helps you achieve these goals:

- Use a best-of-breed platform to digitize all lending processes.
- Use microservices and open APIs to gain internal and external connectivity.
- Build on a cloud-based platform that integrates with existing systems.

The CRO's Goals

- Consolidate vendors to reduce business, technology, and data risk.
- Use automation to increase consistency and reduce the potential for errors.

Here's how FIS helps you achieve these goals:

- Achieve consolidation goals by using a single platform.
- Use automation to make more accurate, less costly risk-based decisions that align with the bank's risk appetite.



IMPERATIVE #3

Boost Topline Revenue

Develop a digital lending business with smart, fast processes; integrated risk tools; and easy deal structuring to grow revenues and profits.

The CEO and COO's Goals

- Structure deals more easily to respond to customer needs and changing market conditions.
- Use customer insights, within and across the lending portfolio, to grow business and deepen relationships.

Here's how FIS helps you achieve these goals:

- Increase agility in deal structuring.
- Provide exceptional service for businesses of any size, whether local or multinational.

The CIO's Goals

- Use the best of emerging technology, including analytics, AI, and machine learning to innovate products and services and drive continuous process optimization.

Here's how FIS helps you achieve these goals:

- Gain continual, instant access to new features and upgrades, real-time analytics, and reporting.
- Use the platform's cloud-based SaaS platform to grow and future-proof the bank's lending business.

The CRO's Goals

- Manage risk proactively, ensuring that risk policies and standards are followed.

Here's how FIS helps you achieve these goals:

- Modernize risk management by using analytics to understand risk at the highest level.
- Apply business processes and decision rules to make approvals a precision science.



COMMIT NOW TO

A Faster Time to Yes

Digital transformation has changed the commercial lending business. Now is the time to transform your business to meet market expectations and fuel growth and profitability.

Get the edge you need. Choose a best-of-breed platform to create an end-to-end digital lending process and drive fast results: FIS can help you build a next-generation lending business in months, not years. Your bank will benefit with A Faster Time to Yes and A Better Customer Experience.

ANDY MASON

HEAD OF SALES, COMMERCIAL
LENDING EUROPE, FIS



Connect with us today and set a date and time to meet our commercial lending experts and define your roadmap to growth.

A **FASTER**
time to **YES.**
A better **customer** experience.

Visit fisglobal.com or email getinfo@fisglobal.com for more information.