

## Case Study: 'One-Stop' LOS Platform Enables Lender to Streamline

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### WHO:

**Republic Bank & Trust Co.**, Louisville, Ky.; **Fiserv Lending Solutions**, Lake Mary, Fla.

### PROBLEM:

Republic is a growth-minded, multi-billion-dollar bank with a community-banking network across Kentucky and southern Indiana. The bank continues to add new banking centers.

According to **Shannon Reid**, senior vice president and loan administration manager at Republic Bank, mortgage and home-equity loans account for about 65 percent of Republic's lending portfolio, with commercial real-estate loans comprising the remaining portion. But in recent years, the bank has added new types of loans to diversify its asset mix and enhance its profitability. Combined with branch expansion across two states, Republic's aggressive growth strategy was challenging the resources of its loan-management operations.

"With so many banking centers spread across two states, we needed a flexible platform to consolidate our loan-documentation and compliance requirements-particularly on the commercial side," Reid said.

### SOLUTION:

To more efficiently provide consumer, home-equity and commercial loan products Republic chose the document-generation capabilities of **easyLENDER Consumer/Commercial iDM** loan origination software from **Fiserv Lending Solutions**, a business unit of financial software provider **Fiserv Inc.** The bank is also experiencing success using Fiserv **easyLENDER Mortgage** software to grow its mortgage business.

The "iDM" designation of **easyLENDER Consumer/Commercial iDM** stands for intelligent Document Management, which reflects the software's ability to dynamically create accurate, unique and warranted loan documents for each transaction, regardless of the loan's complexity.

**easyLENDER Consumer/Commercial iDM's intelligent document-management** capabilities enable the bank's loan officers to perfect any loan transaction quickly and accurately, with full compliance in all 50 states. **easyLENDER Consumer/Commercial iDM** and **easyLENDER Mortgage** work together to serve as the bank's integrated LOS platform for mortgage, home-equity, consumer, and commercial lending. As a result, Republic has only one company to deal with when its staff needs lending-software support.

"All of our lending operations, from underwriting on the commercial side to credit checking on the retail side, report through me," Reid said. "So having an integrated software platform for mortgage, home-equity, consumer and commercial lending that is sold and supported by the same team makes my job easier. There's less to explain and fewer people to explain it to."

Republic has taken advantage of *easyLENDER's* extensive interface capabilities to automate and streamline formerly manual processes. According to Reid, the Bank has also licensed a variety of *easyLENDER*-based ancillary solutions, including software for automated underwriting, consumer-loan credit decisioning and automated credit reporting.

### **RESULTS:**

Loan data managed by *easyLENDER* never has to be transferred to another solution for document preparation, so the bank's doc-prep process is now much more efficient. For any loan, said Reid, the system automatically knows what documents are required and then generates them, which eliminates the risk of sending the wrong document. *easyLENDER* automatically prepares and generates all necessary documents, based on loan type and collateral.

"We're seeing dramatic cost savings in loan-document preparation," Reid said. He also noted that the software's ease of use has reduced the amount of time his staff has had to spend in software training classes. He said the bank's commercial lending business is positioned for growth.

"We're pursuing more asset-based commercial lending, and we now feel more confident about our document-production and closing capabilities," Reid said. "*easyLENDER* has enhanced our ability to pursue and close commercial loans. Going forward, many other banks are going to need that kind of platform integration and flexibility. Many may not be able to survive solely as mortgage lenders—they may be forced to also become home-equity and commercial lenders."

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