RULESWARE

Digital Lending Excellence:
A Checklist for Modern Loan Operations

The digital age has forever changed banking, especially for commercial lenders.

Financial institutions must deliver straightforward borrower journeys while controlling costs and navigating a landscape of complex compliance regulations. Every department head has different objectives, from providing smooth and swift customer engagements to achieving smarter processes to ensure compliance and higher profitability.

For lenders stuck in manual processes and paper-based workflows, meeting these goals can seem like the impossible dream. Managing the paperwork for just one deal can eat up valuable staff hours – inputting data, searching through thick binders, or waiting for lost documents.

THE GOOD NEWS
Today's technology can transform commercial lending through automation and process intelligence. Process improvements can accelerate cycles, improve customer retention, and reduce the processing costs per loan, while automation can free lending teams to focus on high-value work. The difference determines the line between old school lenders and the leaders positioned to control their future.

The key? Understanding which tools and features can elevate your team into digital efficiency.

7 Tools for Transforming Commercial Lending in the Digital Age

1 PAPERLESS PROCESSES

Exchanging, storing, and looking up high volumes of documents presents a massive burden to lenders. By digitizing paper documents, lenders and their borrowers don't need to worry about misplacing a vital certificate or checking document integrity. That's why the right solution will accept and digitize all document types, whether transmitted by web portals, mobile phones or file transfers – creating a library of easily managed information and immaculate version control.

2 DIGITAL DATA CAPTURE

Lenders don't only need to digitize documents – they must transform that information into easily indexed, classified, and searchable data. In doing so, the right digital lending solution can eliminate manual data entry and reduce errors while accelerating turnaround times. It can also reduce the need for in-person interactions because business can be done anywhere at any time through a web-based interface.

3 TAILORED, CONFIGURABLE WORKFLOWS

Lenders shape their workflows, approval chains and other processes to fit the way they do business – and the right solution should do the same. **The result? A consistent and repeatable process every time.** So it is essential to choose the right platform, that is easily configurable, to align with your processes.

4 EXCEPTIONAL CUSTOMER JOURNEYS

Borrowers want to accelerate the loan process as much as possible. They also want to stay informed of the status of their loan and any action items required of them. The right solution can provide transparency – clarifying next steps and sharing alerts when information is missing. Automating daily lending operations can also help you meet SLAs. The result: deeper customer loyalty.

5 CLOUD CONVENIENCE

We live in a mobile world – and both lending clients and financial institution staff expect the convenience and remote access of cloud-based tools. Anywhere, anytime access keeps business moving instead of waiting for someone to manually move the process along. Borrowers expect and appreciate the ability to communicate on their timetable with a modern, digitized workplace.

6 PROCESS INTELLIGENCE

The right technology doesn't just adapt to your processes – it improves them. You can measure efficiency, identify bottlenecks and proactively eliminate choke points, ultimately moving from manual, memory-based procedures to consistent, repeatable, and automated work processes. Insights into customer interactions and response times can improve your service delivery and help you apply automation where it makes the biggest impact.

7 FRICTIONLESS COMPLIANCE, TIGHTER SECURITY

Every lender faces a web of complex compliance regulations and critical audits. The right solution helps reduce fraud and remove the friction from compliance by automating documents for higher accuracy. Good encryption should be present to strengthen security – and eliminating the exchange of paper documents reduces the risk of sensitive data exposure.

LoanExpediter™ Positions Lenders for a More Profitable Future

LoanExpediter elevates the modern lending journey into digital powered efficiency. Equipped with every tool needed for a world-class commercial loan experience, LoanExpediter helps lenders efficiently serve their borrowers and radically cut costs, resulting in:

- Increased customer retention
- Lower processing cost per loan
- Consistent and repeatable processes
- Optimized staffing models
- Faster operations so teams have more time to craft smarter loan management strategies
- Frictionless compliance and successful audits through higher data accuracy

There's no better way for financial institutions to transcend traditional barriers – and unlock unprecedented profits while enabling a streamlined borrower journey.