

# Loan Origination System Implementation | Process Support



## Situation

A \$180 billion national bank required support to implement and adopt an nCino loan origination system platform. They requested SolomonEdwards' assistance to document the updated loan origination processes and procedures and related training materials for consumption by loan origination team members, including underwriters, lending and loan operations personnel.

SolomonEdwards provided a Subject Matter Expert (SME) with broad and deep understanding of loan origination and portfolio management processes and practices, to create, set up and update commercial loan origination and portfolio management procedures. The challenges faced included the following issues:

- The system was still under development while the procedures were being written,
- There was limited access to critical support resources,
- Remote collaboration with nearly 100 stakeholders,
- Demanding timeline.

## Solution

The new system was large and complex, requiring extensive knowledge to be quickly built and appropriately applied. The project also required collaboration with several Big Four consultants, a dozen core team members and a large number

of stakeholders to complete all procedures within very demanding timelines. Over 250 commercial lending procedures were written spanning end-to-end loan origination processes including:

- Opportunity identification
- Underwriting
- Approval
- Loan documentation
- Closing
- Funding / booking
- Ongoing management

## Results

- Over 1,500 pages of content were addressed.
- Updated procedures are being used by more than 3,500 commercial and corporate lending professionals.
- Procedures were drafted and reviewed with core team members for refinement, discussed with key stakeholders and finalized for approval.
- Engagement was deep and thorough.
- Provided critical and detailed feedback.

During approval, additional administrative update comments were submitted as a condition of approval, which were addressed to ensure that optimized procedures were published. The procedures spanned all lines of business and were successfully completed over a 12 month period.



**INDUSTRY:**  
Banking -  
Commercial



**DEPLOYMENT:**  
Individual

**SERVICES:**



**Business  
Transformation**

*Business Process  
Optimization*

*Project Management*