Pega for Commercial Credit Origination

Optimize Transparency and Efficiency to Reduce Costs and Increase Client Satisfaction

AT A GLANCE

KEY CHALLENGE: A complex business environment is driving significant change in commercial credit origination. Regulators require a proactive approach to risk and compliance, while pressure on lending margins makes operational efficiency a business imperative. At the same time, customer demand for higher service quality and a trusted relationship with their bank means efficiency and compliance must be balanced with enhancements to the customer experience.

THE SOLUTION: Pega for Commercial Credit Origination brings together systems, data and processes to execute a customer-focused, compliant process that is always right the first time.

Configurable, pre-built workflow, dynamic rules and standards-based integration guide users through consistent origination processes designed to optimize automation, increase standardization, and reduce re-work while providing the flexibility to adapt processing for the complexities of each commercial deal.

Enabled by Pega's automated and customer-centric business process management (BPM) services, banks can focus on delivering outstanding customer experiences and making each customer interaction count.

Streamline Complex Processes in a Flexible, Integrated Environment

Pega for Commercial Credit Origination* provides a robust workflow that unifies systems, processes and data to enable end-to-end origination processing from opportunity to booking and beyond. Pega delivers a standardized process that simplifies and automates tasks, hand-offs and controls to promote efficiency, transparency and quality. Using Pega's dynamic rules and rapid integration with legacy systems, banks can engage in straight-through processing for commercial lending in a highly controlled, compliant and flexible environment.

- **Improve the customer experience.** Align front, middle and back-office users with a single end-to-end process, for consistent, high-quality processing that ensures each interaction focuses on the complex needs of your commercial clients.

- **Increase consistency without the loss of flexibility.** Pega's rule-based processes guide the user through a controlled and consistent origination process while providing flexibility and variation based on specialized needs.

- **Optimize lifecycle efficiency.** Reduce lead times with flexible workflow that can be contracted for simpler applications, such as non-real estate secured credit, and accelerated to conduct parallel processing.

- **Gain a 360-degree view of risk.** Accurately assess and comprehensively understand exposure with Pega's integration capabilities and rules-driven processes gathering and aggregating risk data from systems of record based on your requirements.

- **Increase portfolio oversight.** Accurately monitor portfolio performance, risk and trends using Pega's robust reporting and analytics capabilities.

- **Accelerate time-to-market.** Respond immediately to changing regulations, competitive challenges and new business opportunities with Pega's Build for Change® technology empowering business users to create and modify processes without any coding.

*For more information about how Pega streamlines each stage in the credit origination lifecycle, please download our data sheets for onboarding, applications, credit analysis and underwriting, fulfillment/processing and post booking.

BUILD FOR
CHANGE®

Pega for Commercial Credit Origination

THE PEGA DIFFERENCE

Enhance the customer experience

- Automatically calculated processing SLAs and turn times make it easy to set realistic expectations with the customer.
- End-to-end workflow visibility ensures responses to customer inquiries are always knowledgeable and informed.

Gain process flexibility

- Flexible workflow can be contracted based on the borrower, collateral and product bundle for efficient processing.
- Dynamic rules automate parallel or sequential task execution, such as initiating the appraisal workflow at the application stage when required.
- Work automation routes applications based on skills, workload, priorities and SLAs.

Maximize operational efficiency

- Standards-based integration provides real-time access to systems of record, while built-in verification rules ensure information is complete and accurate.

The Pega BPM services support business transformation by unifying credit systems and processes to deliver efficiencies and customer benefit in a compliant environment.
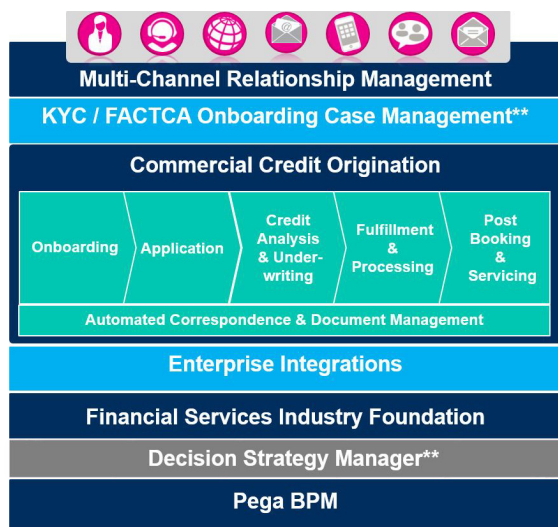
** Optional component, licensed separately

- System-defined SLAs and automated alerts keep processing times within expectations to increase visibility into performance and allow tasks and resources to be proactively managed.
- Intelligent routing automatically assigns tasks to the most appropriate and available user to eliminate idle processing time.
- Auto-population of standard document templates and electronic delivery increases the accuracy and efficiency of document production.

Automate to reduce risk and increase awareness

- Rules-driven, situational execution dynamically adapts the process by customer, product, collateral, geography, entity type, regulation and any other business-defined criteria.
- Automated quality gateways require tasks to be satisfied before the workflow can progress.
- Situation-based rules automate covenant monitoring activities around agreed parameters.
- A complete audit trail tracks user and system-generated activities for tighter control.
- Reporting dashboards and analytics provide easy access to portfolio performance metrics and trends.
- Quick integration and Pega's 360-degree customer view facilitate a complete understanding of direct and indirect exposure.

Achieve rapid time-to-value

- Pre-defined and reusable data models, loan origination processes, rules, interfaces and properties minimize implementation time.
- Familiar office tools let business users rapidly configure processes and rules, such as product eligibility, scorecards, financial ratios, documentation and integration with legacy systems.
- Pega offers the ultimate in deployment flexibility, as Pega solutions can be built and deployed on the cloud or on premise and moved transparently between these environments whenever your business demands.