PEGA

Make lending smart, simple, and seamless

Use AI-powered decisioning and automation to streamline the complex lending process and deliver amazing client service

The lending market has always been competitive. But as new fintechs and older, established companies enter the lending space, the competition to provide a top customer experience is getting even tougher. To stand out and capture market share, you must provide amazing, personalized services from start to finish – while growing and safeguarding your credit portfolio with value-add service interactions. Intelligent, automated workflows help build client lifetime value and make your lending process more efficient.

Lending is complex. And your competition is growing.

To lead in the lending space, you must execute your multifaceted loan origination, onboarding, and servicing processes in concert to deliver fast, personalized, and seamless service.

You can't innovate if your data, systems, and people are disconnected

Disjointed lending systems lead to slow credit decisioning and inefficient lending processes. If you operated more efficiently, you could put that time to better use – innovating new products and services and providing hyper-personalized client experiences.

Disconnected data costs companies an estimated $140 billion per year.[1]

If your customers don't have visibility into their loan process – you risk losing them

The lending process requires an element of trust. Clients need to trust that you understand their needs and are their partner in achieving their goals. Demonstrating honesty and transparency throughout the credit decisioning and lending process can help build that trust.

Larger companies deploy 187 apps on average.[2]

The marketplace is filled with point solutions that might help you with only part of the process but can't adapt quickly enough to a changing market or regulatory needs

The lending process is complicated enough. And if markets or regulations change overnight, you'll spend significant resources modifying and maintaining those point solutions.

To lead and succeed, you need to simplify complex workstreams and deliver a smooth lending journey across multiple systems

Simplify the end-to-end lending experience

- Use AI-based decisioning to strike the right balance between straight-through processing and human judgment.
- Intelligently guide employees to take the right action at the right time throughout the origination and loan servicing lifecycles.

Improve visibility and keep pace with new competitors and ever-changing regulations

- Enhance visibility into loan status and audit trails by connecting into existing governance and quality assurance processes and systems.
- Take advantage of low-code development tools to get your IT and business teams collaborating on new, client-centric solutions.

Strategically grow and safeguard your credit portfolio

- Improve transparency, consistency, and efficiency at every stage of the customer journey with a single credit decision hub.
- Ensure suitable financing for each client by leveraging AI-driven, responsible lending.

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[1]Vanson Bourne Research Firm, "The High Cost of Disconnected Data," 2017

[2]Okta "Business at Work 2022" report

Pega is transforming the lending process

Pega's low-code platform for AI-powered decisioning and workflow automation helps you connect across people, processes, and systems to streamline and accelerate lending and improve experiences. Banks that use Pega to power their lending workflows are seeing amazing results, such as:

- **37% increase in loan applications[3]**
- **85% reduction in operational costs[3]**
- **598% ROI[4]**

Work smarter and accelerate outcomes

Pega's powerful, real-time, AI-based analytics and decisioning capabilities help you speed up the credit decisioning process while making the optimal decisions for your clients and your business – then turn those insights into action. Guide clients and employees through the credit decisioning process. Deliver more personalized service. Find new opportunities for revenue growth.

Accelerate time to market

Collaborate on new innovations with a flexible, low-code platform that brings IT and business together to quickly build enterprise-grade workflows at scale. Keep pace with increased competition by speeding application creation and deployment using visual tools designed for both IT and business developers.

Embrace change

Quickly scale with Pega's patented, layered architecture, which allows you to reuse workflows across your organization. Maximize the value of existing systems for consistent, fast outcomes. Quickly adapt to new regulatory requirements, market changes, and consumer technologies.

[3]Swedbank case study, pega.com/insights/resources/insights-swedbanks-lending-transformation-journey

[4]Forrester, "The Total Economic Impact™ Of Pega Platform For Low Code" pega.com/forrester-tei-low-code

> **"We want to help people prepare for the future. So more digital, straight-through processes and better customer experience. That's where Pega comes in and Pega stands out."**
>
> – Erik Passchier,
> **Rabobank, Domain Manager Lending & Insurance, COO – IT Systems**

> **"We need to create a simple, digitally accessible product range at better prices than today."**
>
> – Linus Singleman,
> **Swedbank AB, BIO, Group Lending**

Banks getting it right

Rabobank

- $80 million annual cost savings
- Reduced loan approval from 24 hours to 60 seconds

Rabobank is on a mission to put customers first. With 9 million clients globally, that's a tall order. To provide personalized service and stay competitive in a digital world, Rabobank used Pega's low-code platform to digitize its commercial lending and leasing processes. By automating workflows, Rabobank gained speed, flexibility, and efficiency.

Swedbank

- 80% decrease in end-to-end loan processing time
- 50% of mortgages instantly approved

Serving half the population of Sweden as well as customers in Estonia, Latvia, and Lithuania, Swedbank processes 5 million digital customer interactions every day. And while Swedbank values and supports traditional service channels, such as phone and physical branches, it transformed its operations to be a digital-first bank that delivers an omni-channel customer experience. By automating credit origination and disbursements for personal loans and mortgages, Swedbank now processes and services loans faster and more efficiently, building strong customer relationships and satisfaction.

PEGA

Accelerate your lending! Learn how Pega's low-code software can help you simplify the lending process and outrun the competition.

Visit pega.com/industries/financial-services/lending to learn more.

Download our report, "An enterprise view of low code"