

ABLE Implementation - Process Improvements and Enhanced Service Offering

Case Study

This Case Study presents an analysis from a Process Improvement and Service Offering perspective. The objective was to determine what effect the implementation of the “ABLE” software has had on a bank’s Asset-Based Lending Operations and what benefits have accrued to the organization. An initial base line was established, and this analysis was performed 18 months later.

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Enhanced and Upscale Customer Reporting (All are Faxable Directly from the Desktop)

- Client Interest Statements
- Client Daily Activity Advice
- Loan Balance Activity Detail
- D/R Activity Log
- Interest Rate Option (LIBOR) Initiation Advices
- Interest Rate Option (LIBOR) Expiration Notices

Loan Officer Reporting

- WebAble – Browser-based access to multiple views of real-time and historical loan and collateral information
- Automated and Customizable Trend Reporting – Eliminates tedious manual compilation and input of historical data
- Exception Reporting – Very sophisticated real-time analysis of any adverse loan conditions and borrower reporting requirements

Improved Operational Processes and Reporting

- Improved daily work procedures with transition from batch orientation to online real-time – Elevates staff from “data entry” to a more professional level of “Collateral Analyst”
- Daily Report emulates the Borrowing Base, allowing immediate reconciliation with borrower
- D/R Activity Worksheet allows for control and reconciliation of daily work
- End of Day Loan Summary – concise daily account of Gross and Net Loan Balance, Commitment and Availability
- Monthly Charges Reporting and Processing – Improved workflow and control of monthly billing process
- Interest Rate Option (LIBOR) Processing – Improved efficiency with pricing option vs. new loan creation

Enhanced and Upscale Participant Reporting (All are Faxable Directly from the Desktop)

- Loan Participant Settlement Statements with Detailed Collateral Information
- Interest Rate Option Initiation Advices
- Interest Rate Option Expiration Notices

Significant Expansion of Management Reporting

- Commitment/Exposure Report – Ability to dissect portfolio into multiple views for evaluation
- Income Analysis – Trending and analysis of portfolio profitability
- Portfolio Analysis - Comprehensive analysis of the portfolio related to changes in borrowing, new business, and paid out loans

Fax Capability

- Within hours of close of last business day, Client and Participant Interest Statements automatically faxed
- Daily/Weekly Participant Settlement Statements automatically faxed to Syndicate Banks
- Daily Interest Rate Options (LIBOR) Initiation and Expiration Advices automatically faxed to Syndicate Banks
- No laborious printing, collating, manual faxing, or costly mailing of volumes of paper statements

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Customer Internet Access through CashProWeb to Current and Historical Loan Information

- Greatly Enhanced Customer Service – Large reduction in Collateral Analyst time spent handling customer inquiries

Historical Reporting Capability – No Archive of Reports or Statements

- Major reduction in printing, handling, and storing historical hardcopy reports

Automated Incoming Cash – Hands Free Posting to Loan and Collateral

- Enhanced accuracy and large reduction in Collateral Analyst time inputting daily work

Automatic Wire Transfer through MoneyNet

- Enhanced accuracy and security and large reduction in time inputting daily wire transfers

Monthly Compensation/Income Extract

- Programmatic compilation and extract of loan and associated income data for computation of BDO compensation and bank-required income reporting. Significant number of man-hours saved on a monthly basis with the elimination of the manual process

G/L Statistical Interface – Financial Analysis and AIM Reporting

- Most Comprehensive Interface Bank-wide. Additionally, because of comprehensive “Availability/Exposure Reporting”, Bank realized a significant cost savings in reduced Risk Based Capital requirements.

Data Warehouse

- One of the first departments ready for Bank-wide Initiative

New Basel Reporting Requirement AQR/BQR/CQR

- One of the first departments ready for Bank-wide requirement

Automated Incoming Monthly – Hands Free Posting of A/R, Inventory, and A/P Info

- Enhanced timeliness, accuracy, and large reduction in Collateral Analyst man-hours inputting A/R, Inventory, and A/P information, enabling Collateral Analysts to spend much more time analyzing the data instead of just processing it

UCC Tracking

- Integrated Online UCC Filing Tracking System – Eliminated manual process

Field Examinations

- Integrated Online Audit Scheduling and Tracking System - Eliminating a cumbersome manual process. Additionally, Field Examiners now have system-produced reports to take in the field with them. While in the field they can access Real Time current and historical loan information with their laptops to compare with the borrowers' books and records.

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Audit Trails

- Enhanced accuracy and security with the logging and reporting of all critical changes to the database

State of the Art Disaster Recovery

- With transaction logging and database shadowing onto a remote system, there is an immediate remote access available in case of any data center issues or problems

Summary

Through the notable process improvements in the last 18 months, not only has Operations been able to realize a substantial increase in volume (64% increase in the number of Loans) and income (36% increase in Total Gross Profit), but also to deliver a significantly enhanced product to its Clients – The Borrowers, Loan Officers, Corporate Finance, and Bank and Credit Management -- all with no net increase in staff.

The ABLE software application is available from:
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