Case Studies: Bank A $5B Asset & Bank B $6.79B Asset

$5B Asset Bank

Problem:

The bank's commercial loan origination system lacked efficiency in handling diverse loan types (complex C&I to small business) and relied on outdated methods. They needed a modern, automated solution that integrated with their core system to streamline the process and that was accessible by both clients and employees.

Improvements after Vikar implementation:

- Streamlined the onboarding process for commercial loans, including SBA, and complex small business loans (CRE, C&I, ABL, and Warehouse).
- Automated the process, eliminating manual steps and drop-offs.
- Integrated directly into Firstrust's core system.
- Provided spreading, risk rating, covenant tracking, financial reporting, and credit memo generation.
- Provided an online portal for both borrowers and guarantors to upload necessary documents conveniently.

$6.79B Asset Bank

Problem:

The bank's digital onboarding process was fragmented and slow due to redundant KYC checks across its business lines (retail, commercial, wealth management). Customers had to repeat KYC for new accounts (even with existing customers). Manual intervention slowed processing. The bank needed a streamlined digital KYC solution with automated risk/score rating for efficient onboarding.

Improvements after Vikar implementation:

- Eliminated fragmented onboarding by providing a unified system across the bank's retail, commercial, and wealth management sectors.
- Guided staff in collecting the right information and documentation from customers, creating a single, centralized data pool.
- The automated scoring system flagged low-risk applications for immediate approval, while highlighting those needing further review.
- Provided complete audit trail ensuring all actions are documented.