

Busey Bank leverages cloud-based banking capabilities to support growth and transform processes within Commercial and Treasury lines of business.

Executive Summary

Busey Bank, a highly adaptive institution consistently named by *American Banker* as one of the Best Banks to Work For, is paving the way for growth and innovation through its use of cutting-edge technology.

Busey Bank was introduced to the cloud-based nCino platform in 2016 when it acquired Pulaski Bank (\$1.5B asset size). At the time, Pulaski Bank was utilizing the nCino Bank Operating System® within its commercial lending function. During the onboarding of Pulaski in late 2016, the team at Busey Bank recognized that the cloud-based nCino platform could support its multi-regional organization while also automating its workflow. Busey Bank made the decision to expand their use of the technology and, in 2017, implemented the nCino Bank Operating System across its commercial line of business.

Through nCino, Busey Bank gained a scalable platform that enabled transparency and automation across the lifecycle of the Bank's commercial loans.

"(nCino) really transformed manual origination, credit and closing activities for the origination or renewal of commercial loans to an automated process. We went from doing a lot of the nuts and bolts manually, to doing it in an automated fashion."



Van Dukeman
Chairman, President & CEO
of First Busey Corporation

In February of 2020, Busey Bank further extended its use of the nCino Bank Operating System and deployed the nCino Treasury Management Sales and Onboarding Solution for the origination of new treasury products and to streamline its manual intra-department treasury processes. Busey's Treasury sales team made the transition away from an email-based processes to one centralized platform, which enabled transparency and better visibility into the process as well as metric reporting.



Headquarters

Champaign, IL

Asset Size

\$10.94 billion
(as of June 30, 2021)

nCino Solutions

 Commercial Banking

 Treasury Management Sales and Onboarding

Without a doubt, we experienced improved automation and transparency between Treasury Sales and Support."



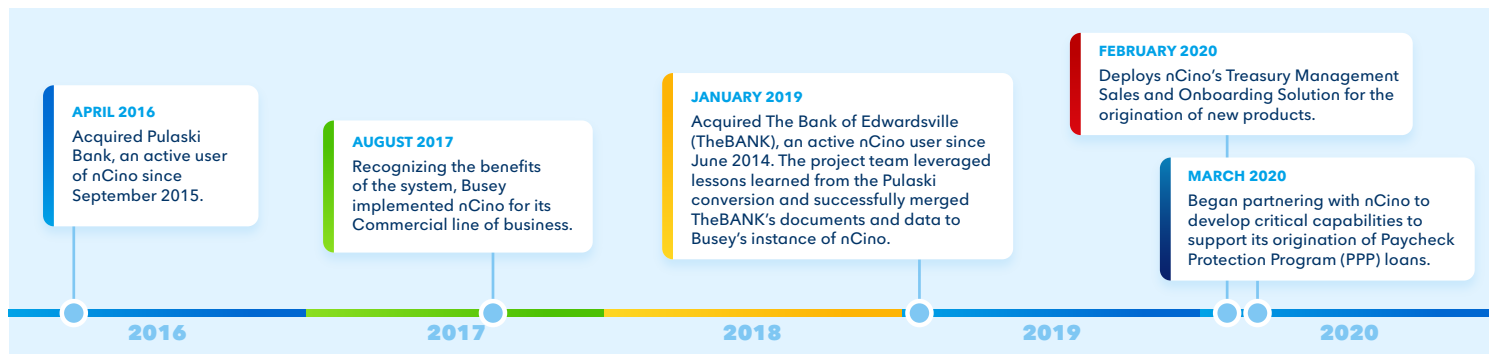
Jeremiah Baughman

AAP - VP and Commercial Deposit & Treasury Management Service Support Manager, Busey Bank

Process



Growth with nCino



"Busey Bank's growth has been achieved through organic growth and acquisitions while maintaining a community-minded approach to serving our various markets. We're a highly adaptive organization focused on continuous improvement."

– Julie Kavy, Executive Vice President- Commercial Banking Service Support

IDENTIFY THE NEED

After utilizing nCino for its Commercial Business, Busey recognized the value the cloud-based platform could offer its Treasury team. Busey's Treasury processes were inefficient and lacked transparency. Much of the work required multiple touchpoints, opening the door for errors and inaccurate reporting. For example, the Sales team had to submit requests for Treasury services through email to Support staff. Support staff then manually created the customers' documents requiring additional check-backs.

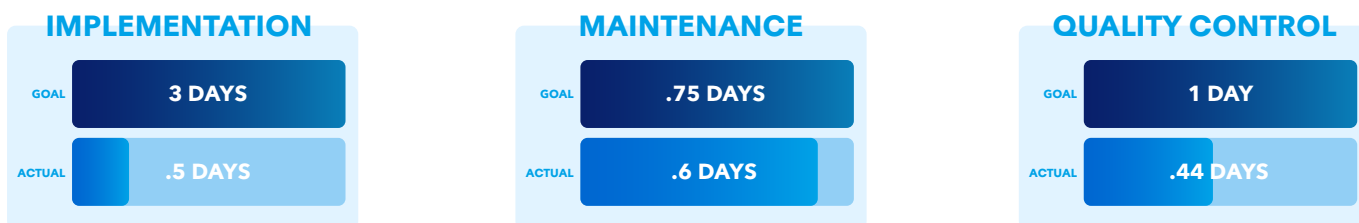
"There were often challenges with including all information in the initial request email resulting in multiple touchpoints before onboarding," Baughman states.

In addition, the Treasury process was tracked through Smartsheet and metrics were manually calculated. Busey had to remember to update fields, which led to room for errors and inaccurate reporting.

TREASURY MANAGEMENT WITH NCINO

Busey gradually transitioned the Treasury sales team away from their dated email processes, and onto the nCino Treasury Management Sales and Onboarding Solution. nCino empowered the team to work more efficiently from a centralized platform, leading to quicker processing times, transparency of pipeline, deal flow and automation with client document interface. With nCino, Busey could also track project statuses, key performance indicators (KPIs) and service level agreements (SLAs). Busey Bank has surpassed the following year to date KPI goals:

AVERAGE NUMBER OF DAYS FOR:



Results

STREAMLINED PROCESSES

nCino enabled Busey Bank to move away from manual, email-heavy processes to a single streamlined digital platform in its Treasury line of business.

83.3%

Busey Bank exceeded many of its Treasury goals and KPIs including exceeding their treasury product implementation goal by 83.3%.

VISIBILITY AND CLIENT EXPERIENCE

Busey Bank now has visibility into the status of requests for treasury products, allowing sales and support to work together to offer a more streamlined experience to clients.