

# OPERATIONAL EFFICIENCY IS MORE IMPORTANT THAN EVER BEFORE

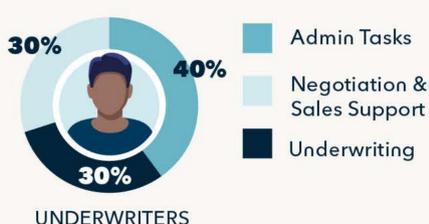
Banks are bracing themselves for **challenging** conditions



Innovation budget is being redirected:  
**73%** of FIs are prioritising **cost cutting** in 2023<sup>1</sup>

Banks need to **optimise how employees** spend their time

## How Underwriters and Relationship Managers are Spending their Time



**50%** Relationship managers and underwriters are spending **less than 50%** of their time on value-add activities<sup>2</sup>

BUT WITH



**Remove repetitive,** manual and paper-based tasks

Digitise processes and paperwork on a single platform



**70%** reduction in time spent on credit memo

**30%** reduction in time spent to spread financials

**Eliminate slow decisioning** times for customers

Automate tasks for faster decisioning and time to close

**80%**

more time spent with customers

**10-20%** increase in RM retention<sup>3</sup>

**Remove data silos** for a clearer view of the customer

**9 into 1**



Consolidate disparate data and systems into a single platform

Results seen with nCino customers

## How this benefits **institutions** and their **customers**



### Institutions

- More efficiency with less effort
- Streamline internal and external collaboration
- Improve talent acquisition and retention
- Personalised customer experience and improved loyalty



### Customers

- Real time updates and transparency
- High quality, personalised experience
- Value adding advice from their bank
- Faster time to yes

<sup>1</sup>Source : BCG's Corporate Banking Performance Benchmarking study 2021

<sup>2</sup>Source: 'Forbes, In 2023, Banks will Batten Down the Hatches but Prepare for the Upturn'

<sup>3</sup>Source: Accenture, 'Why is the empowered relationship manager so important right now?'