

Dieterich Bank Takes Fast Track to Efficiency with the nCino Cloud Banking Platform



Customer Challenge

As a 114-year-old financial institution (FI), Dieterich Bank is constantly evolving. The state-chartered community bank has weathered the Great Depression, the 1970s oil crisis and the collapse of the housing bubble in 2008, all while keeping pace with the changing needs of its community in a steadily expanding swath of southcentral Illinois.

For more than a century, Dieterich Bank's consistent dedication to its employees and community has helped the FI grow and prosper. But maintaining relevancy in an increasingly competitive community banking industry has gotten harder, requiring thoughtful investment in innovation and technology.

"In many of our communities, we have become the foremost bank in town—and we know that to maintain our significance, we must take that role seriously," says Andy Hess, SVP and Senior Lender at Dieterich Bank. "We want to take a leadership role in introducing technology that hasn't been seen in the markets we serve."

Hess also saw an opportunity to improve efficiency across the bank's operations following a series of acquisitions that increased the number of technology systems it managed.

nCino and AWS Solutions

To address these challenges, in 2018 Dieterich Bank selected the nCino **Commercial Banking Solution** to replace multiple, disparate systems and modernize its commercial banking operations from customer onboarding and account opening to loan origination and portfolio management. Used for 40% of all commercial loans originated in the United States, nCino's Commercial Banking Solution provides a range of cloud-based functionalities that increase efficiency and collaboration between the customer and the front, middle and back offices.

"nCino is our 'tried and true' for managing the entire commercial loan process, from customer relationship management to loan processing and from post-closing to portfolio management," Hess says. "It's allowed us to consolidate all the different departments and vendors that touch a loan under one technology."

Since its successful implementation of nCino's Commercial Banking Solution, Dieterich has progressively implemented enhancements to promote platform adoption and added new capabilities with additional nCino Solutions.

Dieterich further expanded its use of nCino to include **nCino Mortgage** to support a superior customer experience and a seamless home buying journey.

In 2023, Dieterich adopted nCino's **Automated Spreading Solution** to gain additional operational efficiency.

About Dieterich Bank



Chartered in 1909, Dieterich Bank is a community bank with 14 branch locations and a corporate office located in Effingham, Illinois. The bank has assets of over \$1.3 billion and 180 employees as of September 30, 2023.

nCino and AWS Solutions (continued)

nCino's Automated Spreading Solution, powered by nCino IQ (nIQ), leverages artificial intelligence (AI), machine learning (ML) and optical character recognition (OCR) to reduce the time it takes to spread financial statements and improve spreading consistency. Using Automated Spreading, underwriters can easily extract and interpret data from financial statements and tax returns. The data is then automatically inputted into Spreads, nCino's powerful credit analysis tool. Once the analysis is complete, underwriters can seamlessly import data from Spreads into nCino's Credit Memo for further time savings.

These newfound capabilities empower the Dieterich Bank team to focus on larger loans and high-value financial analysis tasks instead of spending time manually rekeying data. Automated Spreading's ability to automatically extract and input data increases accuracy and minimizes manual errors.

Dieterich chose to self-implement and configure nCino's Automated Spreading Solution.

"We had about three calls with the (nCino) implementation team, and I read through the knowledge base articles on configuring the Automated Spreading Solution and thought, let's give this a shot," says Sarah Hewing, Business Systems Analyst at Dieterich.

With Hewing leading the initiative to self-implement and configure the Solution, Dieterich went live on Automated Spreading in just eight weeks.

"The ability to automate tax return spreading and easily generate credit memos is already a big advantage for us," says Hess, "and as the Automated Spreading Solution trains on the loans in our portfolio, we expect further opportunities to streamline financial analysis."

Results

Since implementing nCino's Automated Spreading Solution, Dieterich has:

- **Achieved Fast and Flexible Implementation:** Using nCino's robust knowledge base, Dieterich Bank was able to self-implement the Automated Spreading Solution in just **eight weeks** with minimal support from the implementation team.
- **Increased Efficiency and Accuracy:** Dieterich Bank streamlined the gathering and input of financial data, eliminating the need for repetitive data entry.
- **Improved Customer Experience:** Automated Spreading supports faster decisioning and time to close by reducing the need for time-consuming manual entry.

When initially selecting nCino as a technology partner, Dieterich looked not only for a partner who could enable new capabilities and efficiencies at the Bank, but also a partner who would support the institution's growth and future success. With new additions like Automated Spreading, Dieterich is paving the way for digital transformation that will support its future scalability and success.

nCino and Amazon Web Services

As nCino expands its cloud banking platform to support and enable digital capabilities of financial institutions, it leverages partners like Amazon Web Services (AWS) to provide maximum benefit to its customers. With nCino's Automated Spreading, intelligent automation is made possible by leveraging AWS capabilities—improving the speed and quality of data analysis behind the scenes, through artificial intelligence, to help financial institutions gain insights faster and reduce the time it takes to spread financials. nCino combines Salesforce and AWS to form a data-secure, multi-tenant environment to deliver a best-in-class experience directly to financial institutions and their customers.

About nCino

nCino (NASDAQ: NCNO) is the worldwide leader in cloud banking. Through its single software-as-a-service (SaaS) platform, nCino helps financial institutions serving corporate and commercial, small business, consumer and mortgage customers modernize and more effectively onboard clients, make loans, manage lifecycle and open accounts. Transforming how financial institutions operate through innovation, reputation and speed, nCino is partnered with more than 1,850 financial services providers globally. For more information, visit www.ncino.com.