



 **VERABANK** +  **ncino**  
GENUINE BANKING

CUSTOMER STORY **SNAPSHOT**

# VeraBank



# VeraBank Achieves Faster Time to Value with nCino



Headquarters:  
**Henderson, TX**



Asset size:  
**\$4.4 billion**



Winner:  
**2023 nCino Financial  
Services Impact Awards,  
Speed Category**



nCino Solutions + Features:  
**Commercial Banking  
Consumer Banking  
Deposit Account Opening  
Portfolio Analytics**



VeraBank is a \$4.4 billion asset community bank located in Henderson, Texas. Originally founded in 1930, today VeraBank has 527 employees and 40 locations across eastern, central and southeastern Texas.

"At VeraBank our mission is to continue to grow the bank, to serve as deeply as we can, the communities in which we do business. We want to continue to be known for quality of service, innovation and not being afraid to take prudent risks," says Brad Tidwell, President and CEO of VeraBank.

To achieve these goals, VeraBank sought to streamline its lending workflows and embed more efficiency into its processes to modernize the employee and customer experience at the Bank.

"We worked from paper. Everything was communicated by email, by telephone and shuffling paper back and forth," states Kathy Brown, Senior Vice President, Loan Operations at VeraBank.

"We had at least five different systems involved in our loan production. We were still using Excel to input the data and send it to processing," adds Michael Moores, Chief Lending Officer at VeraBank.  
"Simplification and efficiency is what we were looking for."

VeraBank sought a strategic partner who offered a scalable platform that would support its long-term growth while meeting its employees' and customers' needs, now and in the future.

"We wanted to find a vendor that was innovative and at the leading edge of technology, and was constantly evolving," says Ronald Nix, Chief Technology Officer at VeraBank.

VeraBank selected the nCino Cloud Banking Platform in Spring 2021 and has since gone live on multiple nCino solutions including Commercial Banking, Retail Banking, Deposit Account Opening and Portfolio Analytics. With strong executive sponsorship and a unified front from the leadership team, VeraBank takes a comprehensive approach to success on the nCino Cloud Banking Platform, which enables continued improvements without competing priorities.

Based on its success using nCino, the Bank was the winner of nCino's coveted 2023 Financial Services Impact Awards in the Speed category.

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**Ronald Nix**  
Chief Technology Officer,  
VeraBank



We've gone from shuffling physical spreadsheets around and asking for approvals via email to a structured workflow."

**Ronald Nix**

Chief Technology Officer,  
VeraBank

# Process

The nCino Cloud Banking Platform enabled VeraBank to modernize lending processes while eliminating manual data entry and offering real-time transparency. To help support the Bank's growth and modernization, nCino partnered with VeraBank to provide:

**A Single Platform:** The nCino Cloud Banking Platform empowers institutions through an end-to-end platform that spans business lines and combines capabilities for a seamless experience. "We wanted to take our disjointed ancillary systems and move them into one. nCino has given us one system where we're working on a standardized process for each department and across the board," says Katie Pennington, Software Project Manager at VeraBank.

**Superior Reporting and Dashboards:** nCino's dashboard and reporting capabilities provide management and staff with real-time access to data—anytime, anywhere. "The dashboards and reports help us manage the overall portfolio," says Alex Hammond, Chief Credit Officer.

**User-friendly Functionality:** The nCino Cloud Banking Platform is designed with the end user in mind, providing lenders with seamless, frictionless workflows from application through closing. "With nCino and a simpler process that's all integrated within the system, it really does free up a lot of time for us to focus on the customer—growing the relationship versus the process," says Moores.

**A Scalable, Flexible Solution:** nCino is designed to scale with you as your organization grows. With advanced features like Automated Spreading and Commercial Pricing and Profitability, nCino has capabilities to serve a financial institution's needs now, and in the future.

nCino streamlines  
lending and deposit  
account opening  
processes through a  
single platform.





You really want a partner that's going to be there for the long term with you as you grow. **From the first demo to where we are today, nCino has been a great partner.** We constantly look for opportunities to make things better, and nCino's working with us to do that."

**Michael Moores**

Chief Lending Officer,  
VeraBank

# Results

Since implementing nCino in its lending and account opening operations, VeraBank has achieved the following results:

## A More Efficient, Structured Workflow

nCino's seamless, end-to-end workflows enable more efficient, streamlined lending and account opening processes, with less time spent shuffling paper and fewer opportunities for error.

"By partnering with nCino, we are able to open accounts online—more efficiently, faster and better than our competitors—and that is value added to us as a bank."

"We have seen benefits from a processing efficiency perspective and a tracking and workflow perspective. We are getting good data without having to go to four, five, six different platforms to do it," says Tidwell.

"By partnering with nCino, we are able to open accounts online—**more efficiently, faster and better than our competitors**—and that is value added to us as a bank."

### Brad Tidwell

President and CEO,  
VeraBank



## A Better Customer Experience

With nCino, VeraBank is providing borrowers with a better, more frictionless experience, allowing them to get the funding they need faster and helping to enhance the Bank's reputation in the community.

"Gone are the days of asking the customer to come into the Bank to sign paperwork or fill out an application," says Nix. "Customers want to do business where they are, and nCino allows us to do that."

### Faster Time to Value

Through nCino's streamlined process, built-in reporting and accessible dashboard views, VeraBank is able to serve its customers faster and more efficiently, ensuring it achieves accelerated ROI on every deal.

"With nCino we have been able to turn our loans faster because we have the pipeline [reporting] to help manage that process," says Brown.

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### Kathy Brown

Senior Vice President,  
Loan Operations  
at VeraBank



### An Enhanced Employee Experience

By having all process steps and workflows contained within a single, easy-to-use platform, nCino enables VeraBank's team to focus on mastering one system, while saving time previously spent logging in and out of multiple technology solutions to service a single customer.

"nCino really did simplify our whole process," says Moores. "It's a lot easier to train on one system rather than within five."

### Supports Innovation and Growth

As a fast-growing banking institution, innovation is a key area of differentiation for VeraBank. nCino helps the Bank stay one step ahead of the competition.

"Our mission is to continue to grow the bank," Tidwell says. "And to serve as deeply as we can the communities in which we do business. The only way we can do that is with best-in-class partners, and we believe nCino is that kind of partner."

"Having one platform really puts us in a position where we can continue growing," adds Moores, "and nCino is going to support that growth going forward."





What's important for technology vendors is not to evaluate your needs today, but to predict where you're going to be in five years...We know in five years, **nCino's going to be at the forefront of lending and we'll be right there with them."**

**Ronald Nix**

Chief Technology Officer,  
VeraBank