

Idaho Central Credit Union finds growth in the business banking space with nCino

EXECUTIVE SUMMARY

Idaho Central Credit Union (ICCU) partners with nCino across multiple lines of business to support a growing base of business members across geographies.

When ICCU expanded its offerings and services to include business lending, the Credit Union eventually found themselves constrained by their systems and data coordination. ICCU searched for a new technology partner that would enable streamlined processes, improve the member experience and allow the Credit Union to scale quickly.

ICCU partnered with nCino, and in fall of 2019, implemented the nCino Bank Operating System® within its business lending division. The Credit Union then expanded its use of nCino, implementing nCino's Business Deposit Account Opening Solution and Paycheck Protection Program (PPP) Solution. By implementing nCino's account opening solution, the Credit Union experienced newfound transparency. Instead of working within multiple platforms and documents, the entire team could work together on one single platform, nCino. This transparency increased efficiency both internally for its employees and externally through the member experience.



HEADQUARTERS

Chubbuck, Idaho

ASSET SIZE

\$8.9 billion

NCINO SOLUTIONS AND FEATURES

 **Commercial Banking**

 **Paycheck Protection Program (PPP)**

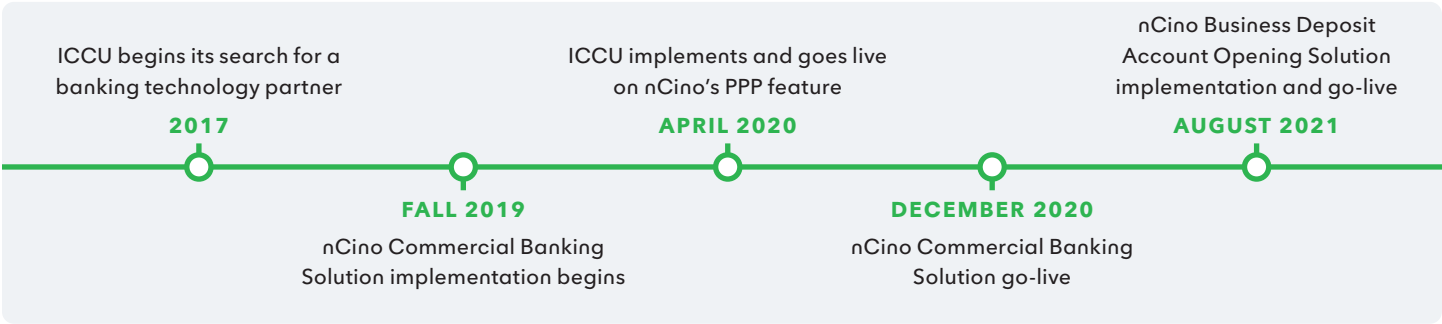
 **Business Deposit Account Opening**

We were looking for the right partner to help us grow and expand into the business lending and deposits space. nCino is that partner for us.



Lance Hatzenbeller
SVP of Commercial Services

TIMELINE



Before nCino's Business Deposit Account Opening Solution

Before partnering with nCino for business deposit account opening, ICCU was using its core system and manual spreadsheets to onboard new members and open accounts. Teams at the Credit Union utilized checklists, oftentimes not knowing what data had already been collected from the member. The lack of workflow transparency and inconsistency in data collection led to a clunky member experience and an inefficient account opening process.

"The problem was that if we changed something in the account opening process, that change was not automatically reflected in the tracking documents and spreadsheets since it was all manual. That, along with chasing down paperwork from the members, all made for an inefficient onboarding process," stated Hatzenbeller.

"We've saved about 32 hours per month on auditing alone because of the validation rules we have in place for business account opening."



Shelly Goldade
Business Systems Manager - IT Commercial Systems

Account Opening with nCino

With nCino's Deposit Account Opening Solution, teams within the Credit Union have new streamlined processes within the cloud-based platform. Member information is now gathered only once and input into nCino, where it is accessible to the necessary teams. This removes much of the cumbersome process of collecting all necessary information from the member, which previously required multiple touchpoints.

ICCU's new business account opening and member onboarding processes enable easy collection of the right member information while also ensuring that the qualification and validation of new accounts is both thorough and efficient.

"With nCino, we are better able to serve our business members by providing them a 'one stop shop'. The experience is all in one place for them. They can open a membership and apply for a loan all in one go," says Hatzenbeller.

The Results

Increased Transparency Across Departments

Replaced manual documents and spreadsheets with a single cloud-based platform

Increased Efficiency + Streamlined Account Opening

Saved 32 hours per month on auditing for business account opening

Unlocked Growth

Added 1700 new member accounts with an exceptional onboarding experience