



CLIENT STORY

TRANSFORMING THE **COMMERCIAL LOAN** **LIFE CYCLE** WITH A SINGLE, INTEGRATED SOLUTION

Leading financial institution drives operational efficiencies and supports growth

A leading financial institution struggled with decentralized systems and disparate and inefficient processes, making it difficult to manage and expand its global loan portfolios. This fragmentation impacted customer service quality and the institution's market adaptability. Manual, error-prone practices and siloed data further hindered scalability and compliance with various regulatory standards.

To overcome these operational inefficiencies, the institution selected the FIS Commercial Loan Servicing solution, transitioning to a single, integrated solution. This move significantly enhanced operational capabilities by consolidating systems and leveraging advanced technology. The successful implementation across 39 countries standardized practices globally, streamlined processes and significantly improved operational efficiency.

Key benefits:

- **Single, integrated global solution:** The financial institution implemented a single global instance of the FIS solution and went live in 39 countries with six processing regions and round-the-clock operations. This allowed for 95% of the wholesale global book to be managed on the Commercial Loan Servicing solution, with 12 different real-time interfaces to payment, treasury and liquidity systems.
- **Operational efficiencies and target state achievements:** The solution standardized product and accounting practices globally, helping improve consolidated and structured reporting. A solution upgrade and the use of WebLink API facilitated a "Straight to Bank" approach for corporate clients, significantly streamlining processes.
- **Leveraging technology for enhanced operations:** The financial institution team leveraged automated regression testing services to ensure seamless functionality and integration across systems, underscoring the commitment to operational excellence and efficiency.

AT A GLANCE



Objective:

The project boosted operational efficiency by merging systems and using advanced FIS technology.



FIS solutions:

FIS Commercial Loan Servicing



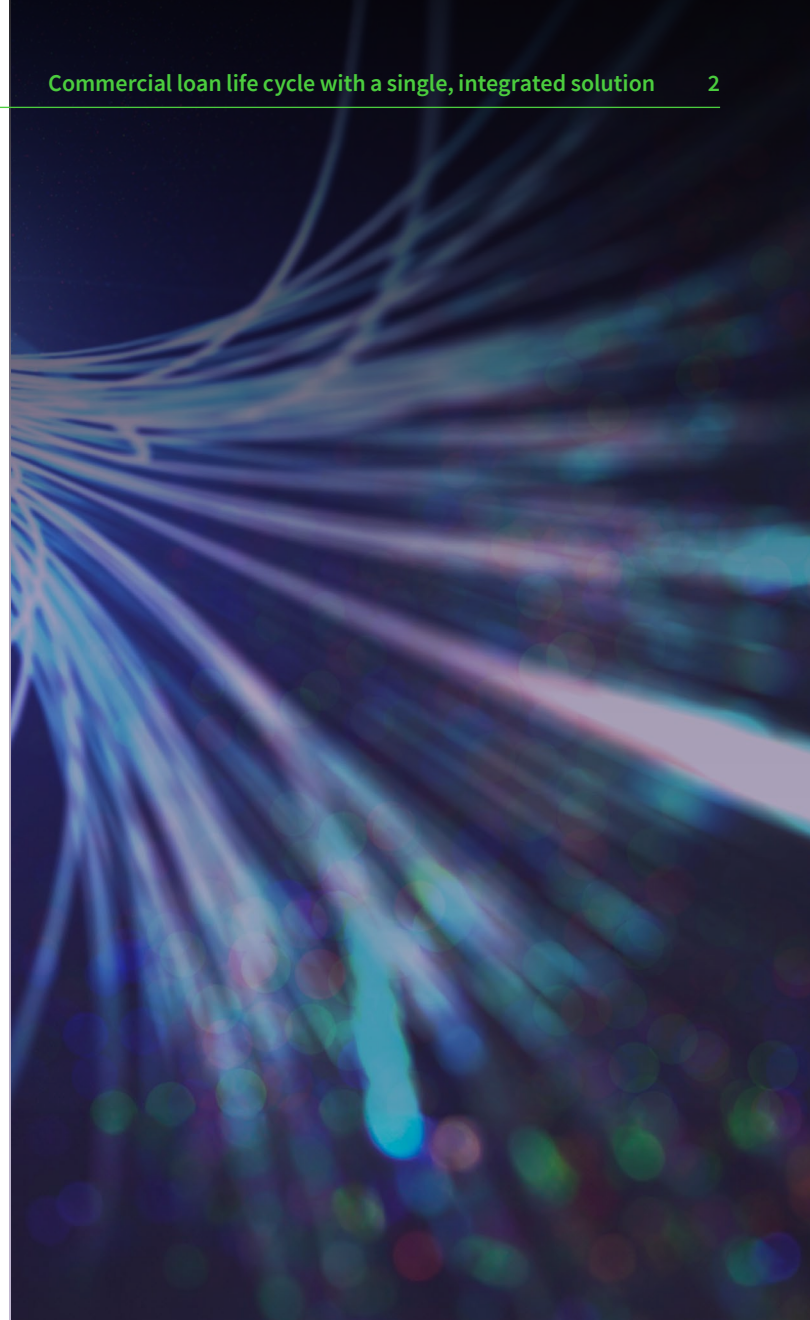
Results:

Improved lending operation efficiencies and boosted growth.



Impact:

Helped showcase the vast benefits of digital technology, integration and strategic relationships.



About FIS

FIS is a leading provider of technology solutions for financial institutions and businesses of all sizes and across any industry globally. We enable the movement of commerce by unlocking the financial technology that powers the world's economy. Our employees are dedicated to advancing the way the world pays, banks and invests through our trusted innovation, absolute performance and flexible architecture. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS ranks #241 on the 2021 Fortune 500 and is a member of Standard & Poor's 500® Index.

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