

Whitepaper

# Accelerating “Time to Yes” in Credit Assessment – A Strategic Imperative for your Asset Finance business



## 1. Why This Matters Now

Customer onboarding—especially during the credit assessment stage—is a persistent bottleneck across the European asset finance industry. “Time to Yes” has become a strategic differentiator whilst you keep an eye on your risk management

As the digital capabilities to speed up the approval process are plenty, yet, in the asset finance market client onboarding remains heavily manual and siloed. Industry leaders are asking:

- Why are we still manually spreading financials while disruptors doing this digital?
- Why does onboarding take days or even weeks and not hours or even minutes?
- Why are returning customers treated like new ones? Digital platforms make it possible to have a 360 view on clients.
- Why do we handle asset-based financing like client focused loans?

54% of financial institutions like banks, captives and dealer finance companies expect profit pressures to increase, while 70% of financial institutions rank customer experience as their top onboarding challenge. The market is ripe for a digital change—but only if modernization is laser-focused on impact.

## 2. Key Themes

**Theme 1: The Credit Assessment Process is Outdated and still manual**

- **Manual Spreading & Duplication:** Financial data entry can take hours—leading to 3–5 day decision cycles. Repetitive tasks lead to human error.
- **Fragmented Systems:** Siloed CRMs, risk engines, and KYC tools increase friction.
- **Compliance Complexity:** KYC requirements vary by country; onboarding in Italy or Austria can look radically different from the UK.
- **High Abandonment Rates:** Cumbersome processes lose customers. Metrics like drop-off and time-to-yes are not tracked consistently.
- “Main Austrian banks now complete onboarding in under 10 minutes. Can a global auto lender afford to be slower?” — PwC Austria, 2023

**Theme 2: Different Segments Need Different Solutions**

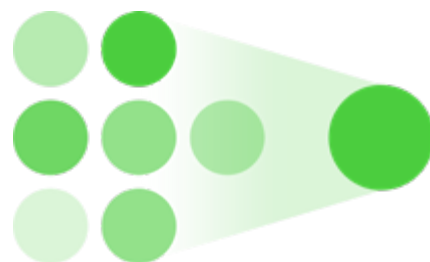
- **Small-Ticket/Homogeneous Assets (e.g., vehicle finance):** Requires real-time decisioning, integrated bureaus, and automated scoring.
- **Mid-Ticket/Moderately Complex (e.g., SME equipment):** Best served with AI-powered financial spreading, augmented with human oversight.
- **Large-Ticket/Bespoke Assets (e.g., construction machinery):** Needs workflow automation, collaborative tools, and AI-assisted risk modelling.

Returning customers are often treated the same as new ones, despite available internal data—missing a key opportunity to shorten cycles.

**Theme 3: Technology is Here—It Just Needs to Be Applied Strategically**

- **OCR + AI** turns PDFs into decision-ready financial data in minutes.
- **Low-Code Decision Engines** allow credit teams to update rules instantly without IT tickets.
- **API Integrations** enable frictionless KYC, Open Banking, credit bureau (e.g. Experian, Equifax, Schufa, CRIF), and asset validation checks.
- **Digital Portals + E-Signatures** let dealers and customers onboard themselves—without a call center or a branch visit.
- **Integration of existing in-house databases** improves risk management.

**Result:** 55% of leasing firms globally have adopted digital onboarding, cutting onboarding time by 35% and improving customer acquisition by 20% (World Leasing Yearbook, 2023).





3. Practical Recommendations by Customer Type

Key Friction	Recommended Fix
Delayed approvals hurt showroom conversion	Real-time scoring + Dealer API integration
Manual underwriting delays SME loans	OCR + AI spreading + credit scoring
Complex onboarding for corporate clients	Digital workflows + low-code decision routing
Repetition of KYC/doc checks	Pre-filled forms + risk re-evaluation logic
Thin credit files	Open Banking + alternative data scoring

4. What the Best-in-Class Are Doing

- Tier-1 Automotive Captives: Moving to modular, low-code risk platforms that reduce professional services dependency and speed up rule changes.
- Fleet Manager: Standardizing onboarding across 30+ markets using API ecosystems and embedded analytics.
- Asset Finance: Delivering real-time consumer financing approvals at the point of sale through Open Banking and instant scoring – for existing customers also taking internal information into account.

Each is prioritizing speed, transparency, and flexibility in onboarding to gain market share—and retain it.



## 5. What You Can Do Next

### Streamline the underwriting of

- Corporate Borrowers
- Corporate Lessees
- Guarantors providing Credit Enhancement

### Support for

- Manufacturers, Dealers, and Distributors
- Commercial and Wholesale Applications
- Industry-Specific Credit Metrics
- Finance Program-Specific Underwriting Requirements

### Ask your team:

- Can we measure our average time-to-yes by segment?
- How many steps could we automate in our onboarding journey?
- Are we offering different onboarding flows for low-risk vs high-risk deals?
- What’s the last innovation we rolled out for dealers or SMEs?

Time to Yes is now a brand asset. Those who reduce it gain trust, win deals, and protect margins.

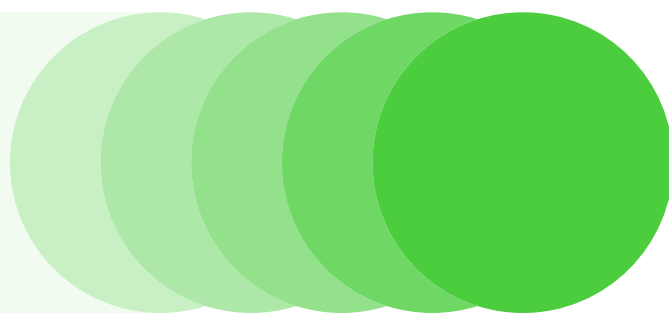
## Let’s Talk

We help Auto & Equipment Finance leaders modernize onboarding using modular, proven capabilities—from AI-based spreading to real-time decisioning and integrated workflows.

**Get in touch** to assess your credit process maturity and explore a path to faster onboarding.

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FIS Credit Assessment helps simplify the deal origination process

Our **technology** powers the global economy across the money lifecycle.



### Money at rest

Unlock seamless integration and human-centric digital experiences while ensuring efficiency, stability, and compliance as your business grows.

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### Money in motion

Unlock liquidity and flow of funds by synchronizing transactions, payment systems, and financial networks without compromising speed or security.

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### Money at work

Unlock a cohesive financial ecosystem and insights for strategic decisions to expand operations while optimizing performance.

## About FIS

FIS is a financial technology company providing solutions to financial institutions, businesses and developers. We unlock financial technology that underpins the world's financial system. Our people are dedicated to advancing the way the world pays, banks and invests, by helping our clients confidently run, grow and protect their businesses. Our expertise comes from decades of experience helping financial institutions and businesses adapt to meet the needs of their customers by harnessing the power that comes when reliability meets innovation in financial technology.

Headquartered in Jacksonville, Florida, FIS is a member of the Fortune 500® and the Standard & Poor's 500® Index. To learn more, visit FISglobal.com. Follow FIS on LinkedIn, Facebook and X (@FISglobal).



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