



## CASE STUDY

# Reducing risk in commercial lending

Improved data insight, faster cycle times, and a better overall financial spreading process helped a global financing firm make the right credit lending decisions

### WHO WE WORKED WITH

A global financing firm that offers commercial loans, leases, and market finance solutions, with \$15 billion in net earning assets and a network of 40,000 dealers.

### WHAT THE COMPANY NEEDED

A way to reduce its credit lending risk, and change the way it serves customers.

### HOW WE HELPED

Genpact, with expertise in both process transformation and financial lending, created an end-to-end financial spreading process featuring the consistency, triggers, flow, and agility the client needed to avoid risky lending decisions. And less time spent on data issues for the firm's analysts means more time to focus on their customers' needs.

### WHAT THE COMPANY GOT

99% data accuracy, 40% decreased processing time for loans, 35% increased team capacity, and an analysis backlog decreased to just 5%—in other words, all the ingredients needed to make the right credit lending decisions and develop and maintain superior customer relationships that could have grounded planes, slashed false alerts, and saved \$240 million. All in the first year.

## CHALLENGE

---

In the inventory financing industry, the key to making safe credit lending decisions is a financial spreading process that provides the right data at the right time from the right borrowers. But because of a sub-par capability, our client was exposed to extremely high risk levels.

Its customer analysts used inconsistent methods for collecting, spreading, and analyzing financial statement data, making it difficult to make informed lending or loan covenant remediation decisions. And because the team was short-staffed, the existing analysts had a backlog of more than 4,500 accounts, and customer satisfaction was declining.

Our client needed better data, faster cycle times, and an overall better financial spreading process.

## SOLUTION

---

Genpact built a centralized end-to-end financial spreading process with consistency at its core. It contains specific guidelines on the data the analysts need from borrowers, and updated triggers that automatically signal underwriting follow-up. In addition, it contains in-built verification of the quality of financial statements, ensuring alignment with all loan agreement requirements and credit policies. It analyzes the flow-in reports generated by the software platform.

After the success of the initial roll-out, Genpact broadened the solution's capabilities, simplifying and streamlining covenant monitoring, due diligence, inventory operational performance analysis, and risk and data quality scorecards.

## IMPACT

---

With this streamlined, consistent, and comprehensive financial spreading process solution, the client has:

- Improved data accuracy to 99%
- Decreased processing time by 40%
- Increased spreading team capacity by 35% on an annualized basis
- Reduced client analyses backlog from 22% to just 5% in the first phase of the program alone

And the program has been so successful that Genpact is now using it to support eight more of the client's sub-business units.





---

Genpact (NYSE: G) is a global professional services firm that makes business transformation real. We drive digital-led innovation and digitally-enabled intelligent operations for our clients, guided by our experience running thousands of processes for hundreds of Global Fortune 500 companies. We think with design, dream in digital, and solve problems with data and analytics. We obsess over operations and focus on the details - all 78,000+ of us. From New York to New Delhi and more than 20 countries in between, Genpact has the end-to-end expertise to connect every dot, reimagine every process, and reinvent companies' ways of working. We know that rethinking each step from start to finish will create better business outcomes. Whatever it is, we'll be there with you - putting data and digital to work to create bold, lasting results - because transformation happens here.

For additional information, contact, [banking.solutions@genpact.com](mailto:banking.solutions@genpact.com) and visit, <http://www.genpact.com/industries/commercial-banking>

Follow Genpact on [Twitter](#), [Facebook](#), [LinkedIn](#), and [YouTube](#).

© 2018 Copyright Genpact. All Rights Reserved.

**Transformation  
Happens Here**

