Adapt & Improve

AUTOMATED LENDING DECISIONING

Automated lending decisioning for Small Business banking

AT A GLANCE

CHALLENGES

- Existing solution had 1% autodecisioning rate
- Complex business rules

BENEFITS

- Bang for buck, 58% auto-decisioning delivered within a year for $1M spend
- System auto-decisioned $1M lending in 1st week
- Engaged and enthused stakeholders aligned to purpose

"For over 20 years I've helped household name organisations across Australasia and the UK make smarter decisions, faster, and drive change.

Work with me to get clarity and consensus on a pragmatic way forward."

REBECCA SPEIRS
Adapt & Improve Consulting

CLIENT OBJECTIVES

A New Zealnd bank sought to deliver faster small business lending decisions to improve customer experience, and improve decision robustness by systemising policy. The project brief was to replace an exisitng lending application solution delivering only 1% automated decisions with a redesigned solution to auto-decision 60% of applications up to $250K.

APPROACH DESIGNED

- Mapping the future state customer journey
- Defining/designing the solution ecosystem
- Creating visual representation of a range of lending scenarios involving multiple and related borrower enitities and securities, in order to facilitate rapid co-definition and agreement of complex business rules
- Iterative delivery cycles and ongoing prioritisation
- Benefits realisations planning

RESULTS DELIVERED

- Within a year and for $1M spend, project was successful in achieving 58% auto-decisioning in the first release - due to the business rules definition
- Implementation was smooth and $1M lending decisions were automated in 1st week
- Early kick-off workshop helped build relationships and stakeholders were engaged, enthused and aligned to a common purpose through the project
- Project laid the foundations for future self-service digital initiatives

'Rebecca did a stirling job'
Programme Manager, Retail Models