

Loan Growth and Support

Client Need: A top 50 bank subsidiary was interested in aggressively expanding its small business lending footprint into multiple states. In order to achieve this goal successfully, management was interested in an assessment of its current capacity and processes to determine what changes would be necessary to support loan growth.

Solution: BenchMark assessed and documented opportunities for redesign, process improvement and scalability in the client's origination and servicing functions. With increased growth, staffing models were designed and developed to assist management with staffing requirements for proposed volume increases.

Results: BenchMark's recommendations provided the client with the capacity to handle future loan volumes. Based on BenchMark process improvement recommendations, staffing requirements anticipated to handle increased volumes were reduced by 75%. Costs per application originated were reduced by nearly 50% and staffing costs to revenue were reduced from 44% to 4%.