

## **Loan System Integration**

**Client Need:** A super-regional bank required assistance with the integration of its loan origination and servicing systems, document preparation, and processing environments. To insure success, management of related integration projects with similar delivery deadlines, project teams and multiple vendors was required. A key objective for the client was BenchMark's knowledge transfer of project management protocol.

**Solution:** BenchMark performed program/project management responsibilities for loan system component integration, which included system upgrades, work migration, operations consolidation and change management. During this delivery, BenchMark also trained bank employees in project management protocol.

**Results:** All integration and program management efforts, under BenchMark's leadership, were successfully delivered on time and within budget. Bank senior management commented on the benefits received from the "learning that occurred for all of the project participants and stakeholders" and that "half of the progress achieved would not have occurred without BenchMark's direction."