

Market-Leading Bank – Outstanding Performance with AFS



A 20-year software vendor and bank partnership is not common, and neither is one that has enabled a commercial bank to grow from under \$300 million to well over \$60 billion in commercial loan assets. AFS and a major coast-to-coast Bank are celebrating this partnership with executing a new contract and a major project kick off to move the Bank's commercial loan accounting and servicing system from AFS Level III™ to AFSVision®, which is the AFS next-generation commercial lending system. Over the course of this partnership AFS and the Bank have teamed up to support all of the Bank's new product needs ranging from Paycheck Protection Program (PPP) loans to debt consolidation loans to CRE to student debt financing, as well as successfully completing multiple acquisitions—all without issue or client impact. Today the Bank has over 1,000 users on AFS but only 2 dedicated support staff for the AFS application.

Why AFS and AFSVision

Because AFS is entirely focused on commercial lending, the Bank saw AFS as a good fit from “Day 1” to handle their commercial lending requirements, which are often intricate and need complex loan servicing management and accounting. The AFS system scalability, private cloud hosting, and continued product enhancements have allowed the Bank to focus on providing innovative products and high-touch service to their technologically savvy customers, who span coast to coast and across all professional industries. With AFSVision, the Bank will have 24/7, real-time transactions and multicurrency capabilities that today's sophisticated clients and lenders demand. Bankers can access the AFSVision system on their mobile devices—phone or tablet—or on their traditional laptops and computers. Anywhere, anytime access is now desired and needed, and AFSVision is designed to accommodate today's technological demands from banks and financial institutions.

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A key concern with any large software project is the risk of execution and the ability to estimate a project correctly and to stay on budget. AFS excels with their projects and this has earned the Bank's executive management's trust and their support for the upcoming AFSVision project. AFS brings a dedicated team of experts, former bankers and technologists, who are devoted to ensuring the successful on-time, on-budget, and risk-managed AFSVision implementation.

Successful Implementation

The length and the pace of each implementation is set by the client. Project management and implementation success was first demonstrated in 2001 when AFS and the Bank's management defined a unique system implementation and conversion process through which our teams achieved on-time and on-budget results. The process ensured system users, managers, and executives were properly prepared and the Bank's customers experienced no disruption. Through these new products and improved services, the Bank delivered innovation to every new customer and unmatched growth to every shareholder.

The Bank looked to AFS again in 2021, when they identified a new opportunity to serve their target market and grow shareholder value. Once again, the Bank defined the need and AFS delivered with the project going from concept to launch ready in just 8 months. Upon successful implementation, AFS devotes its staff to a period of intense post-implementation support.

Key Factors

According to the Bank's operations executive, a key factor in selecting AFSVision stems from the Bank's confidence in AFS and its ability to support the Bank's exponential growth and achieve operating leverage. While the Bank's commercial and business loan portfolio has grown more than 200 times larger in the last 20 years while using AFS, the staffing and support costs associated with the AFS system have less than tripled.

The scalability and efficiency that the AFS system has provided has been extremely cost effective, which is a key consideration for the Bank and their ability to roll out new products and services quickly. The AFS ongoing investment and innovation in commercial lending has certainly contributed to the Bank's impressively low efficiency ratio.

From initial implementation, the Bank has chosen to install and operate the AFS software in the AFS private cloud environment, known as *AFSCommerce*®, and will also do so with AFSVision. This simplifies the entire operational and support process, saves expenses, ensures meeting optimal SLAs, and further guarantees the scalability required by a fast growing, innovative financial institution. Both large and smaller banks have used *AFSCommerce* successfully for 21 years. AFS clients choose how they run AFS systems—either in house or via *AFSCommerce*. In addition to expense reduction, many banks would cite the *AFSCommerce* offering as an effective capital allocation, as staffing and technology infrastructure needs are minimized.

According to the Bank's Head of Commercial Lending and Operations, the Bank's team and their devotion to providing "above and beyond" client service are what have empowered the Bank to lead their market. The AFS team shares the same customer-centric conviction and commitment to excellence and this enables our partnership to function and grow with ease. The Bank is focused on continued growth and product innovation and AFS will support this focus and be a valued partner well into the future.

About Automated Financial Systems, Inc.

Automated Financial Systems, Inc. (AFS) is the global leader in providing commercial lending solutions to top-tier financial institutions. We work with a majority of the world's 50 largest financial institutions to build lending processes based on a straight-through model and on-demand technology and services. We partner with client banks around the world to understand their organization's strategic goals and work proactively to achieve their business, regulatory, and technology objectives.

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