



# Banking on the Cloud:

## nCino Makes Loan Processing Faster and More Efficient



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Mark Wood  
Executive Director of Data Integration Services  
nCino

### Goals

Integrate loan data from an assortment of cloud and on-premises core banking systems

Deliver real-time integrations to streamline bank operations

Take advantage of loan volume growth opportunities while reducing development costs

### Solution

Informatica Intelligent Cloud Services integrate nightly batch data from more than 120 banking customer systems

Use prebuilt connectors that bring trusted data into Salesforce, positioning banks to process more loans

Informatica Cloud Application Integration processes push data back to banking customers' core systems to automatically book loans and deposits, pull credit bureau reports, pull account documents and many other uses.

### Results

Data integration helps reduce loan origination and closing time for banks by 34%

Improves time-to-market for real-time integrations by 30%

Helps enable nCino to grow year-over-year while saving development costs annually

## Business Requirements:

- Accept banking customer data in many different formats, from flat files to databases
- Map financial data faster and more cost effectively, including real-time integrations
- Maintain cloud data integrations with Salesforce as APIs change

### About nCino

nCino is the worldwide leader in cloud banking. With its Bank Operating System, built on the Salesforce platform, financial institutions can deliver the speed and digital experience that customers expect, backed by the quality and transparency that bankers need. Follow @nCino or visit [www.ncino.com](http://www.ncino.com).

When borrowers apply for a loan, they want to know two things: whether they are approved, and when they can get their money. Lenders also appreciate a speedy loan origination process and a quick close—it's simply more efficient, results in happier customers, and can make a real difference in boosting loan volumes.

The typical lending process can be lengthy, often more than 30 days, and involves many pieces of documentation from the borrower. Credit history, cash flow projections, business and personal financial statements, and income tax returns are just a partial list of what most lenders require. Once collected, that information needs to be entered into the lenders' core banking systems. With so much information to gather, process, and track for each loan applicant, lenders are challenged to keep pace with the volume of data.

Founded in 2012, nCino was started by a team of entrepreneurs and bankers seeking to remove the inefficiencies from the time-consuming commercial lending process. Bringing a secure operating solution to the financial services market, nCino is a worldwide leader in cloud banking. Financial institutions of all sizes across the globe rely on nCino to deliver the speed and digital experience that customers expect, backed by the quality and transparency that bankers need.

To streamline and modernize loan management, nCino automates the manual process of entering borrower information into lenders' loan processing systems. Financial institutions can close loans faster, as nCino enables them to securely track, route, and audit loans, providing full visibility throughout the approval process. Built on the Salesforce platform, the nCino Bank Operating System integrates with its financial services customers' core and transactional systems to help them provide faster service across the loan management lifecycle. As a cloud-based solution, the nCino Bank Operating System empowers bank employees and leaders with true insight into the bank through an end-to-end solution combining customer relationship management (CRM), loan origination, account opening, workflow, content management, and instant reporting in a single platform.

## Reducing loan processing times by 34%

nCino serves many different financial institutions and must therefore pull data from a wide variety of core banking and transactional systems—including FIS, Jack Henry, and Fiserv—all running on different IT platforms. Every night, nCino processes batch loads of loan information from these customer systems to refresh data in the nCino application. Data comes in many different formats and structures: spreadsheets, databases, XML files, and unstructured data extracts. Every time nCino onboards a new customer, it can expect a different scenario.



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To bring customer data, files, and images into the Bank Operating System quickly and securely, nCino uses Informatica Intelligent Cloud Services (IICS) for cloud data integration. In addition to providing optimization, troubleshooting and maintenance services to make sure customers’ data needs are being exceeded, nCino is processing over 200 million transactions a day for its customers.

“Connectivity is usually the hardest part of data integration—the constant maintenance, the care and feeding,” says Mark Wood, Executive Director of Integration Services at nCino. “Informatica makes the buy-versus-build decision easy by giving us prebuilt connectors for flat files and Salesforce that we don’t need to worry about maintaining. That’s saving us two high-level developer positions right there.”

In just one year of using Informatica, nCino doubled its customer base, and saved significant levels of both time human resources in data integration costs. nCino also reduced the time it takes to onboard a new customer’s data from weeks to days, enabling faster growth. Today, nCino has more than 200 financial services customers in multiple countries.

“Informatica Intelligent Cloud Services help us integrate customer data faster and improve our customer banks’ operational efficiency, enabling them to reduce their loan origination and closing times by an average of 34 percent,” says Wood.

### **Moving to real-time integration**

Now that nCino has a data integration platform that will easily scale with its growth plans, the company is supplementing the nightly batch loads with new capabilities. For example, it’s using Informatica Cloud Application Integration to push data from its loan origination platform back into customers’ core systems, booking loans and deposits automatically and in real time.

“Informatica allows us to be flexible with our data integrations,” says Wood. “We can make it easy for our customers to provide data to us and to get data back. By using Informatica Intelligent Cloud Services instead of requiring customers to manually enter loan information back into their core banking systems, we’re improving accuracy and helping customers realize a significant increase in staff efficiency.”

The ability to map real-time data integrations with the same ease as batch processing is saving valuable time for Wood’s team.

“One of the reasons we decided to use Informatica Cloud Application Integration is the speed and ease with which it allows us to map data,” he says. “It enables a junior-level developer to use graphical tools to set up the same integrations that would have formerly required very specific coding skillsets. We’re improving time to market for real-time integrations by approximately 30 percent.”





### Inside The Solution:

- Informatica Intelligent Cloud Services
- Informatica Cloud Application Integration

### Maintaining fast growth

With a robust and scalable data integration platform, nCino has found that its customers are also reaping the rewards, experiencing a 19 percent average increase in loan volume and a 17 percent drop in operating costs. nCino can now confidently maintain rapid business growth and serve larger financial institutions with a high degree of confidence.

"Informatica Intelligent Cloud Services has given us speed and agility when it comes to integrating customer data and greatly reduced our development requirements during a period of very fast growth," says Wood.

