Filters:
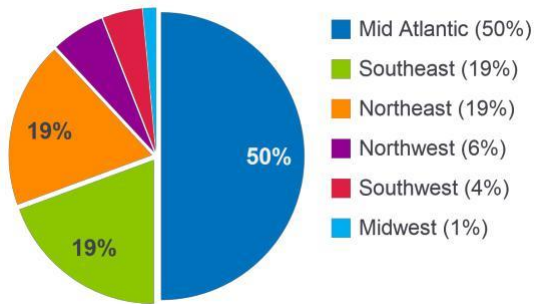
Showing 100.0% of total results.
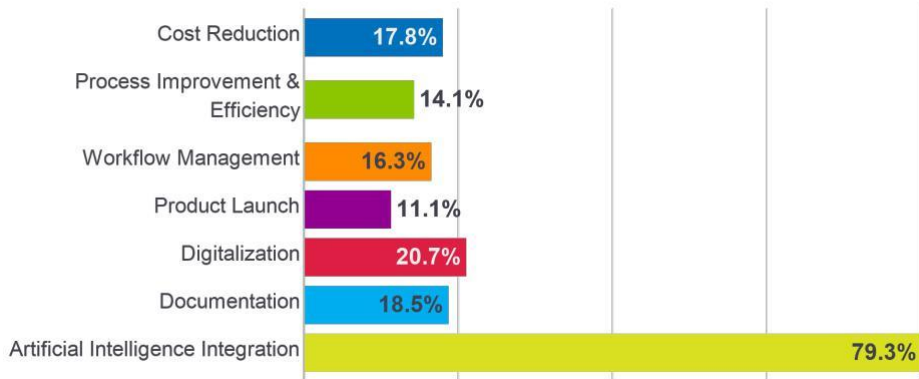
What region is your company headquartered in?

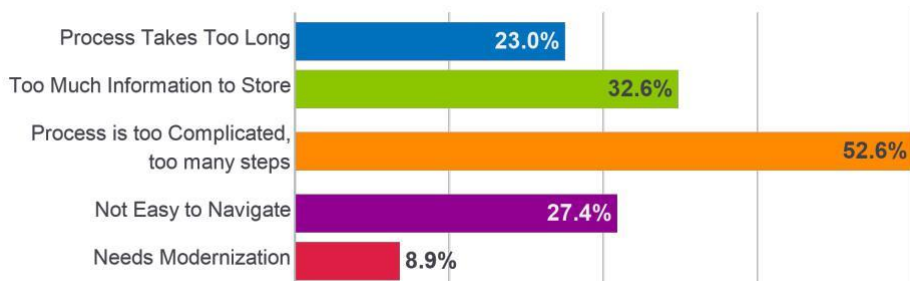- Mid Atlantic (50%)
- Southeast (19%)
- Northeast (19%)
- Northwest (6%)
- Southwest (4%)
- Midwest (1%)

What is your role in your company?

- Finance Director (47%)
- Vice President (25%)
- Finance Manger (16%)
- CFO (6%)
- Information Technology (3%)
- CEO/COO (2%)
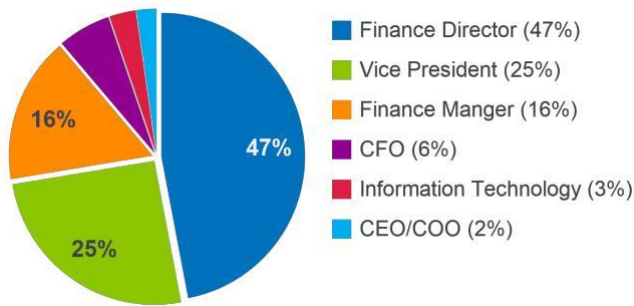
What type of business transformation is your organization in need of? (select all that apply)

Category	Percentage
Cost Reduction	17.8%
Process Improvement & Efficiency	14.1%
Workflow Management	16.3%
Product Launch	11.1%
Digitalization	20.7%
Documentation	18.5%
Artificial Intelligence Integration	79.3%

What do you not like about the way you currently process loans? (select all that apply)

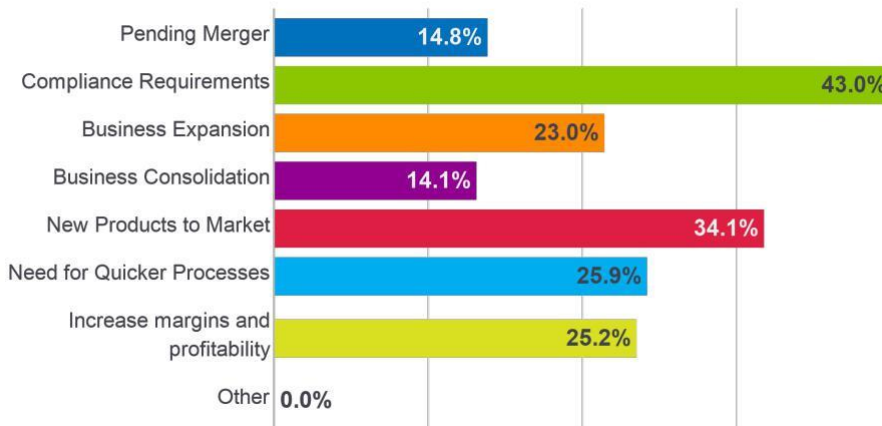| Category	Percentage
Process Takes Too Long	23.0%
Too Much Information to Store	32.6%
Process is too Complicated, too many steps	52.6%
Not Easy to Navigate	27.4%
Needs Modernization	8.9%

What issues or challenges does your current system have when it comes to consumer lending? (select all that apply)

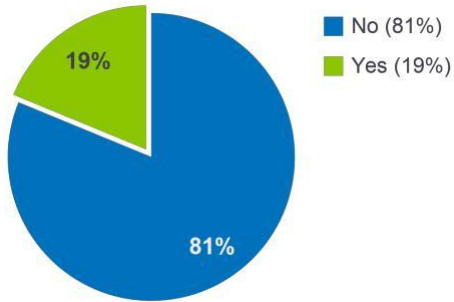| Category	Percentage
Customer Service & Satisfaction	18.5%
Efficiency	28.1%
Cost	30.4%
Operational Issues	35.6%
Customer Acquisition	31.9%
Lack of Data Mining Capabilities	23.0%
Other	7.4%
Does Not Apply	0.7%
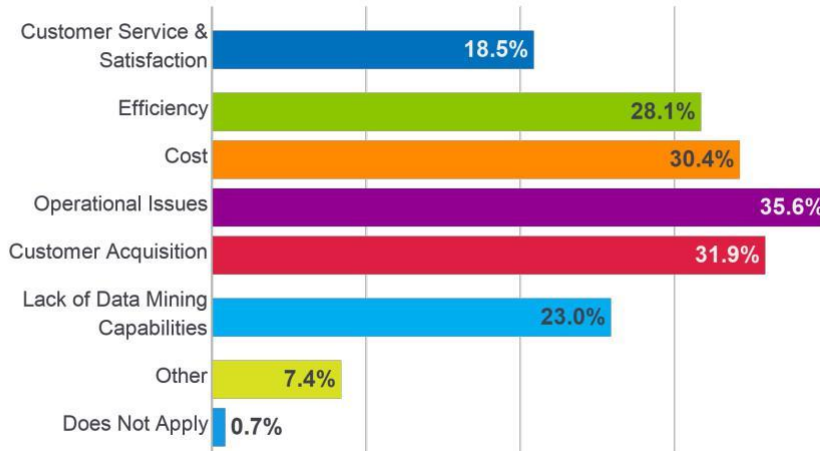
Which online loan features do you provide to your customers? (select all that apply)

Category	Percentage
Access to Status	23.7%
Direct Communication with Customer Service	29.6%
Electronic Loan Agreement Signature	36.3%
Document Uploads	41.5%
Credit Decisions	22.2%
Applications	22.2%
Other	1.5%
None	0.7%
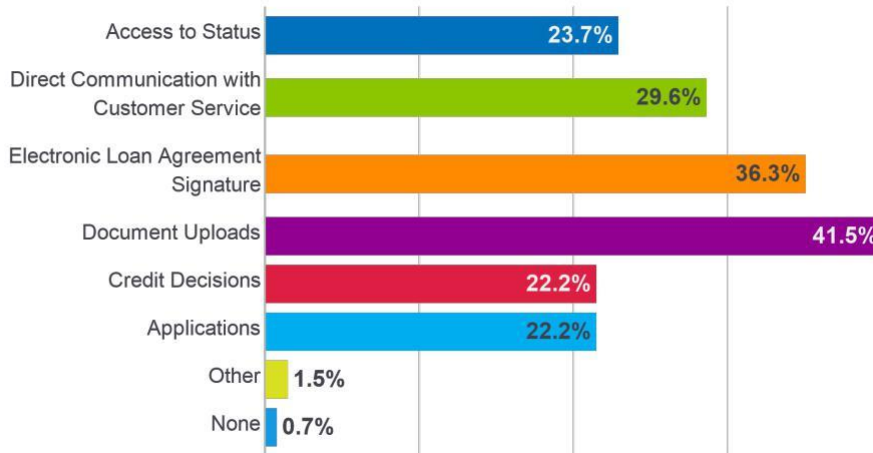
What are the reasons you would consider a lender process management solution? (select all that apply)

Category	Percentage
Pending Merger	14.8%
Compliance Requirements	43.0%
Business Expansion	23.0%
Business Consolidation	14.1%
New Products to Market	34.1%
Need for Quicker Processes	25.9%
Increase margins and profitability	25.2%
Other	0.0%

Does your organization currently use an online or digital origination channel?


- No (81%)
- Yes (19%)

19%

81%

If so, for what type of loans does your organization currently use an online or digital loan origination channel? (select all that apply)

Commercial Loans	25.2%
Personal unsecured Loans	43.7%
Automotive Loan	51.1%
Mortgage Loans	38.5%
Small Business Loans	19.3%
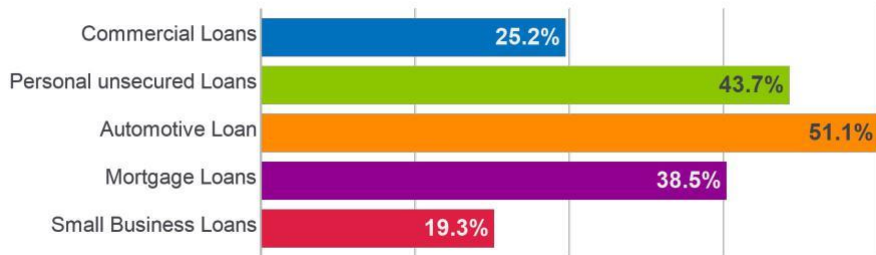
On a scale of 1-5, what are the type of loans your organization processes the most? (1 = most frequent)

■ = 1 ■ = 5

	= 1				= 5
Commercial Loans		22.4%	30.6%	20.9%	17.9%
Personal unsecured Loans	15.7%	28.4%	30.6%	17.9%	
Mortgage Loans		13.4	32.8%	26.1%	14.9%
Automotive Loans		23.1%	23.9%	29.9%	
Small Business Loans	13.4		32.1%	21.6%	20.1%
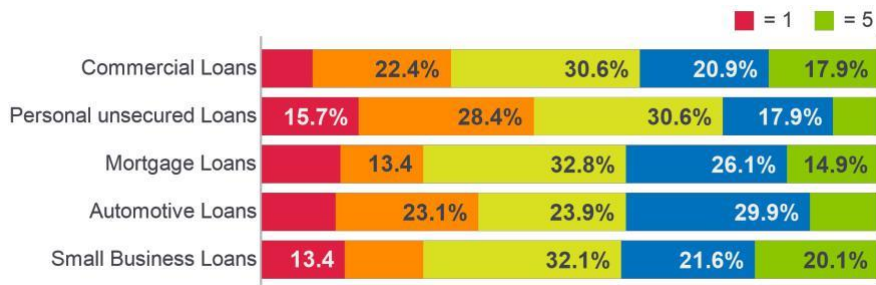
Have you considered utilizing a process management or modeling solution for your organization?

- No (52%)
- We are currently considering (30%)
- Yes (18%)

18%

52%

30%
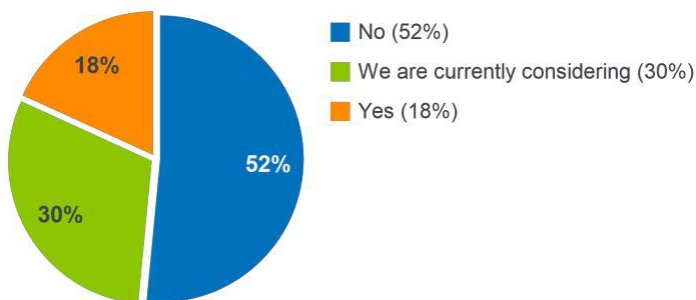
If you have used a process management or modeling solution, how did it elevate your success?

- Time Saved (32%)
- Money Saved (27%)
- Service Improvement (14%)
- Internal Workflow Improvement (11%)
- Better Documentation (9%)
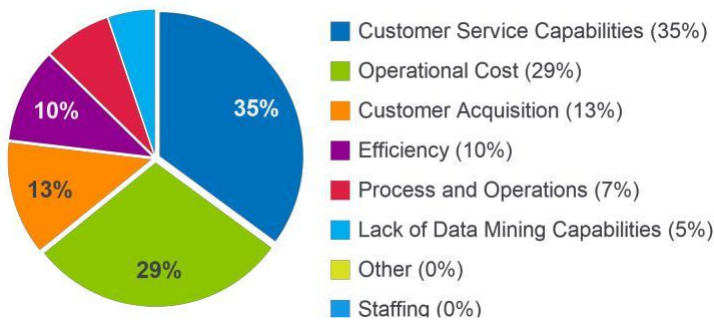- Better Communication between lenders and customers (5%)
- Have Not Used a Solution (2%)

Have you qualified the amount of improvement as a result of using a process management or modeling solution?

- We saw a 1-5% Improvement (44%)
- We saw a 6-10% Improvement (36%)
- We saw a 11-15% Improvement (17%)
- Have Not Used a Process Management Solution (3%)
- We saw a 16-20% Improvement (0%)
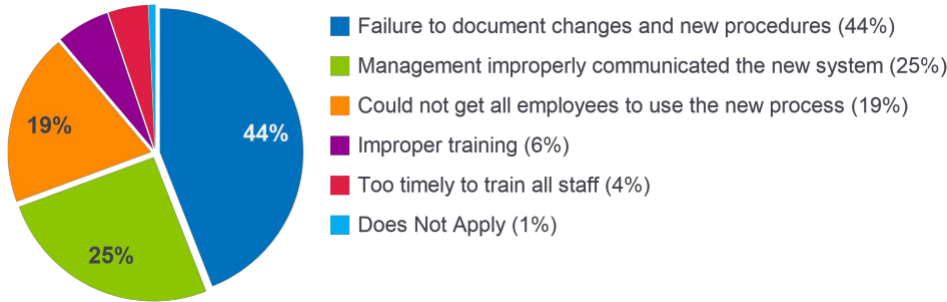- More than 20% Improved (0%)

If you do not have a process management solution, what inefficiencies or problem areas do you anticipate a process management solution can help uncover?

- Improper Documentation (28%)
- Loss of Profit (27%)
- Inefficient Employee Procedures (23%)
- Slower Process for Product Rollout (20%)
- Lost opportunity (1%)
- We already have a process management solution (1%)

What are some of the challenges your organization faces in automotive lending?

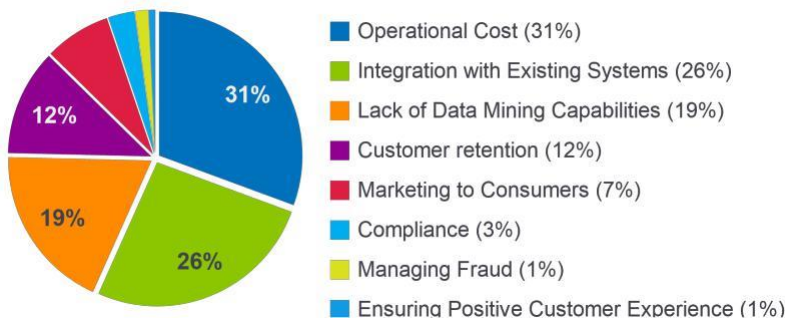- Customer Service Capabilities (35%)
- Operational Cost (29%)
- Customer Acquisition (13%)
- Efficiency (10%)
- Process and Operations (7%)
- Lack of Data Mining Capabilities (5%)
- Other (0%)
- Staffing (0%)

What are the reasons why a recent process change within your organization has failed in the past?

- Failure to document changes and new procedures (44%)
- Management improperly communicated the new system (25%)
- Could not get all employees to use the new process (19%)
- Improper training (6%)
- Too timely to train all staff (4%)
- Does Not Apply (1%)

How much training does your current system require for new employees?

- 1-2 Weeks (43%)
- 2-3 Weeks (25%)
- 1 Week (22%)
- 3-4 Weeks (8%)
- 4 Weeks or More (1%)
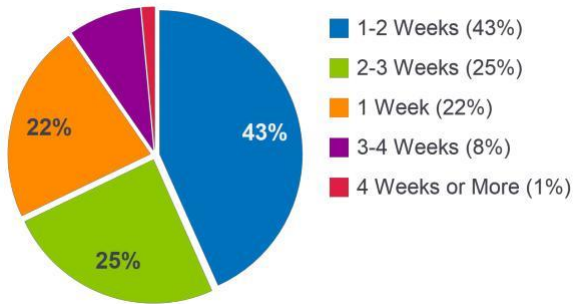
What is the biggest obstacle you anticipate in offering a consumer digital lending technology solution at your bank?

- Operational Cost (31%)
- Integration with Existing Systems (26%)
- Lack of Data Mining Capabilities (19%)
- Customer retention (12%)
- Marketing to Consumers (7%)
- Compliance (3%)
- Managing Fraud (1%)
- Ensuring Positive Customer Experience (1%)

What methods are you taking in researching a lender process management solution? (select all that apply)

Method	Percentage
Research at industry events	44.4%
Conducting research online	57.0%
Reading about different offerings through industry magazines	31.9%
Searching Google for different offerings	24.4%
Other	2.2%