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Case Study: Systems Integration

City National Bank, one of the largest regional banks headquartered in Los Angeles, was experiencing growth in its consumer and commercial loan products. Its current loan origination process consisted of several disjoint systems and a manual underwriting and document generation process. Data would often have to be re-entered by generating reports from one system and re-typing into the next system in the workflow. Progress reports were generated manually and Relationship Managers would often have to call or email to receive up to the minute status updates as there were no real-time reports or views available.

To tackle these challenges, City National Bank chose to purchase and implement a new Consumer and Commercial Loan Origination system with end-to-end processing capabilities — starting from taking the client's application to boarding the loan in its servicing system.

RK Consulting was engaged to lead City National Bank through a Request for Proposal and Vendor Selection process. Ultimately, CapitalStream, Inc. was selected by the bank and RK Consulting was retained to help in the integration of the system in the bank's Loan Center.

RK Consulting worked closely with CapitalStream's project management and implementation team to:

- define the detailed requirements and customization points of the system
- design and build required data interfaces to Underwriting software, Loan Document generation software, and the bank's enterprise Operational Data Store
- support all aspects of interface testing, user acceptance testing, and production roll-out.

With the implementation of CapitalStream, City National Bank was able to increase its consumer and commercial loan origination throughput by 400% without adding any new staff. In addition, the new software allowed the bank's Relationship Managers to have real-time insight into a loan's origination status and provide Executive Management with richer and more accurate view of the loan center's productivity.