



Appian for Financial Services: Loan Management

With the dynamic regulatory environment and the rising complexity of loan processing, effective loan management is an increasing challenge for financial institutions. The result is often a reduction in lending volume due to diminished ability to deliver value.

How do leading financial institutions simplify loan processes, manage compliance, and accelerate lending volume? They focus on anticipating customers' evolving expectations, and integrating calls to action throughout the loan lifecycle, including consolidation. This streamlined approach leads to delighted customers, who become loyal advocates.

Streamline operations to manage the loan lifecycle.

Appian automates lender processes, and integrates multiple system interactions, to optimize for speed and efficiency. Lenders can assimilate information and launch loan applications across a variety of channels and categories—for example, retail, commercial, asset-based, and specialty lending—all on a unified loan management platform.

- **Improve operational efficiency and consistency.** Quickly manage rules for jurisdiction-specific lending, early redemption requests, debt relief programs, mortgage loan assumptions, loan corrections and modifications.
- **Improve operational efficiency and consistency.** Increase coordination across internal and external teams, reduce system touches, and eliminate manual reports.
- **Control cost pressures.** Deploy RPA (Robotics Process Automation), AI (Artificial Intelligence) and ML (Machine Learning) to manage costs and accelerate employee time to proficiency.
- **Manage complex processes.** Integrate with third-party collection providers for comprehensive management of at-risk programs.
- **Integrate legacy systems and disparate data sources.** Assemble data into a comprehensive view for quicker reporting and decision-making.

The screenshot displays a web application interface for loan management. At the top, there are navigation tabs: ACCOUNTS, INVESTMENTS, LOANS, and PROFILE. Below these, a breadcrumb trail shows 'Stephanie Graham Mortgage'. The main content area is titled 'Mortgage' and 'In Good Standing'. It includes a 'Request for Loan Modification' section with a 'Request Type' of 'Lower interest rate' and a 'Request Entered On' date of 'Jan 13, 2018'. Below this, there are three columns of links: 'Options' (Change payment date, Make Payment), 'Request Loan Modification' (View / amend Estimated Home Value, Home Improvement Ideas), and 'Report Missing Payment' (How Will Tax Plan Impact Your Mortgage). At the bottom, there are two tables: 'Mortgage Details' and 'Payment History'.

| Mortgage Details | |
|-----------------------------|--------------|
| Loan Amount | \$75,000 |
| Funding Date | Mar 29, 2017 |
| Last Payment Amount | \$1,645.45 |
| Last Payment Date | Dec 29, 2017 |
| Additional Mortgage details | |

| Payment History | |
|-----------------|------------|
| Payment Date | Amount |
| 12/29/2017 | \$1,645.45 |
| 11/30/2017 | \$1,645.45 |

Streamline loan processes
and minimize cost with
automation techniques.

Improve compliance
effectiveness and mitigate
reputational risks.

Integrate core banking
and legacy systems on a
unified platform.

Accelerate efficiency by
reducing system interactions
across teams

Focus.

Deliver key capabilities for effective loan management with an automated approach to lending.

- Adhere to local, product and customer specific regulatory guidelines.
- Accelerate employee time-to- proficiency and increase cross-sell / up-sell opportunities.
- Ensure quality and escalate exception cases for management review when necessary.

Take control.

Quickly build, deploy, and scale lending initiatives with enterprise solutions, including:

- Loan management.
- Loan origination.
- Loan syndication.
- Specialized lending programs.
- Secondary market sales.

Prepare for the future.

Pressure is mounting to deliver innovation in the financial services sector.

It takes speed and power to deliver transformational solutions. The Appian low-code application platform provides both, while leveraging your legacy IT investments.

With Appian, financial institutions can build web and mobile apps faster, run them on-premises or in the cloud, and manage complex processes, end-to-end, without limitations.

Leaders in financial services trust Appian.



Realize the benefits of Appian to transform your loan management. Learn more at: appian.com/finserv.

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Appian is the unified platform for change. We accelerate customers' businesses by discovering, designing, and automating their most important processes. The Appian Low-Code Platform combines the key capabilities needed to get work done faster, Process Mining + Workflow + Automation, in a unified low-code platform. Appian is open, enterprisegrade, and trusted by industry leaders. For more information, visit appian.com/finserv.