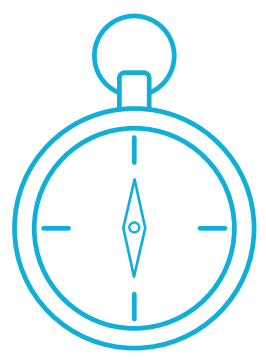


5

TIPS FOR ACHIEVING OPERATIONAL EXCELLENCE IN LENDING



TIP 1

Define your North Star

Knowing what ranks as most important to your borrowers should define your overall transformation strategy.

When you understand how to best deploy digital for your unique operations, it allows you to focus on the big picture, like strengthening borrower relationships and growing your business, not the operational components necessary to run it. Here are our top tips for your consideration.



TIP 5

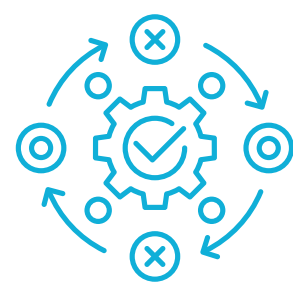
Find key partners

Open API-led architecture will keep you competitive, and help you acquire expertise and market share you couldn't develop on your own.

TIP 2

Think holistically

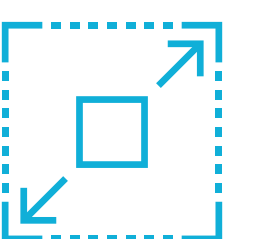
Look at each part of the lending process and determine where to automate while maintaining the right balance of human interaction.



TIP 4

Think about scale

Design your process with future growth potential in mind—ensure you build in opportunities to test risk without impacting day-to-day business.



TIP 3

Reimagine risk

Address risk positively with digital technology - use technology to identify credit risks, potential attacks and fraud.



89%
of human touchpoints

* Through our work with lenders and lessors globally, we anticipate that 89% of touchpoints can be automated.

“It's really important you realise that technology isn't just something you can tack onto your existing processes to create deal flow. It's a full culture change, and you can't change the culture by changing the technology first.”

Darpan Saini
SVP and GM, Q2

Find out more about achieving operational excellence

[READ BLOG](#)

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