

Lessening lending complexity, improving processes

About ABN AMRO

ABN AMRO serves clients in the retail, private banking and corporate banking sectors, primarily in Northwest Europe. Headquartered in Amsterdam, the bank offers its clients an extensive and comprehensive range of products and services across a variety of channels.

Benefits Summary

Q2 helps ABN AMRO:

- Deliver consumer and business loans to retail and private banking customers quickly and efficiently
- Support internal teams with configurable and easy to use technology
- Address challenging software integration needs





Industry

Consumer and Business banking

Business Location

Amsterdam, Netherlands

The Challenge

The ABN AMRO Customised Lending team supports the lending needs of retail and commercial banking customers within the Netherlands. To better address regulatory needs and improve its ability to bring new commercial lending products to the market quickly, ABN AMRO needed a fast, flexible solution that didn't require extensive in-house development.

The Solution

- Q2 Lending for Commercial (i.e., CL Loan™)
- CL Originate™
- CL Portal™

The Results

ABN AMRO Customised Lending offers multiple varieties and combinations of consumer and commercial loans. Many of those loans are complex and varying regulations apply to them. To effectively address its regulatory requirements and reduce the complexity of its loan processes, ABN AMRO determined that identifying a configurable, third-party approach as opposed to developing a solution on its own would be the best choice.

By working with Q2, ABN AMRO decreased the throughput time to obtain a loan and digitised the commercial customer journey, resulting in increased readiness to accommodate a change in demand from the market or regulators. Emiel Schoonderwoerd, product owner, said, "Choosing to work with Q2 was the right move for us. We faced a short time to market because the most needed loan functionalities were available within Q2's lending modules. We were able to configure a solution to meet our needs."

"Part of the complexity of the project was to integrate Q2's cloud lending with our existing landscape, including several internal and external APIs, and this was accomplished efficiently," Schoonderwoerd said. "Furthermore, we create our advice report using Conga which easily communicates with CL Originate."



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- Emiel Schoonderwoerd, Product Owner
ABN AMRO



Enabling more product development

Much of the success of the project was due to the cooperation between ABN AMRO and Q2. Schoonderwoerd pointed out, "We had a strong partnership and delivered quickly. Implementing our first 'Minimum Viable Product', a buy-to-let mortgage, within only one year was a great accomplishment. This included defining the product and setting up the fundamentals of the new system."

Commercial customers of the first product produced with Q2 are enthusiastic about the ease of use, and staff appreciate all front-end information being reflected directly in the backend.

Conclusion

Q2 helped enable ABN AMRO to rapidly develop and deliver new products in its credit suite rapidly. This capability will be important as the ABN AMRO lending group expands its presence across the Netherlands.

For more information about ABN AMRO, please visit abnamro.com

For more information go to Q2.com
or call (833) 444-3469.