

# Flexible core technology spurs innovation and relationships

## About nbkc bank

With a focus on community, nbkc bank is dedicated to providing a culture of innovation, creativity, and caring for its account holders and 300 employees alike. Specializing in refinance, VA, and home loans in all 50 states, nbkc bank is committed to providing consumer banking across the nation. With a mission to “Bank Simply,” nbkc bank focuses on providing products and services that are both easy to use and “gotcha free,” otherwise known as #nogotcha banking.

## Benefits Summary

- A flexible partnership to provide banking as a service
- Complementary relationships that leverage organizational strengths and promote innovation
- Access to new markets and opportunities for FIs





## The opportunity

As consumer and business banking have moved steadily into the digital branch, nbkc bank has demonstrated an ongoing commitment to growing both its digital presence and improving the digital experience for its customers. As bank charters ground to a virtual standstill following the great recession of 2008, venture capital firms simultaneously began accelerating their fintech funding. Financial institutions (FIs), fintechs, and other financial services technology providers began to see that, instead of competing against each other, they could work together to provide banking as a service (BaaS). Noticing this emerging dynamic, nbkc bank resolved to identify the best way to provide BaaS, support a portfolio of emerging fintechs, and stake their claim in this emerging industry phenomenon.

## The solution

- Q2 BaaS
- CorePro core processing platform
- The Q2 Platform™

## The results

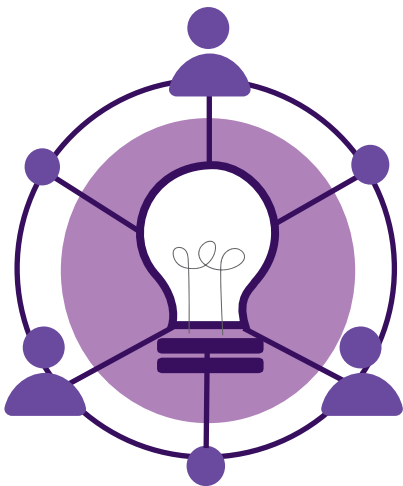
A long-time Q2 customer, nbkc bank chose Q2's CorePro API technologies to provide the backbone of their BaaS efforts. As the bank began building valuable fintech relationships, Q2's simple, cost-effective processing platform allowed nbkc bank to scale its efforts quickly, letting fintechs provide compliant banking services such as debit cards, savings accounts, and checking accounts.

"We entered the space knowing that this was a strategic decision for us," Chief Deposit Officer Melissa Eggleston said. "Our goal was to identify and grow a portfolio of fintech companies that we would work with and service, just as we would any large business customer. Now we have over 14 relationships that are live today in which we're providing banking as a service."

For nbkc bank, the benefits have included not just burgeoning relationships and related innovation, but the resulting balances as well.

### **A new kind of partnership for new opportunities**

With CorePro providing a bridge that allows fintechs and nbkc to complement each other's capabilities, the opportunities surrounding BaaS quickly became evident. "From a banking perspective, we bring a strong regulatory and compliance experience to the table," Chief Operations Officer Michael Bartkoski said. "Fintechs are tackling problems, and going aggressively after particular challenges."





**Q2 BaaS has allowed us to enter new markets and engage new opportunities in a way that we wouldn't otherwise be able to. With CorePro, we can work with fintech players that are changing the face of finances across our entire country.**

- Michael Bartkoski  
Chief Operations Officer  
nbkc bank



Illustrating the potential of this new relationship model is Kansas City's Fountain City Fintech ([fountaincityfintech.com](http://fountaincityfintech.com)), a vertically integrated partnership accelerator comprised of nbkc bank and fintech partners that's receiving much industry attention. "With Fountain City Fintech, we have an opportunity to engage entrepreneurs that are trying to change an experience for consumers," Bartkoski said. "They're laser-focused on solving particular problems, which creates a much better experience for consumers."

Eggleston echoed the sentiment. "Our involvement with Fountain City Fintech has not only made us smarter through our association with strong fintech space innovators, it also allows us to grow as they grow," she said.

### Scalability for FIs

Not only does Q2 BaaS help FIs provide important BaaS infrastructure to fintechs, it also provides the critical capability for banks to respond to rapid growth.

"We have comfort knowing that Q2 is providing a core ledgering system that ensures fintech customers can be onboarded quickly," Bartkoski said. "We have oversight and the ability to constantly review the ledger if we need to."

### Conclusion

Every FI is looking for a competitive edge. For nbkc bank, that meant identifying and embracing new ways to build customer experiences. Together, nbkc bank and Q2 continue to realize that competitive edge. "Our partnership with Q2 really changes the face of our organization—it's one of the most successful partnerships we've shared in my time at nbkc," Bartkoski said. "Q2 BaaS has allowed us to enter new markets and engage new opportunities in a way that we wouldn't otherwise be able to. With CorePro, we can work with fintech players that are changing the face of finances across our entire country."

**For more information go to [Q2.com](http://Q2.com)  
or call (833) 444-3469.**