



USER SPOTLIGHT

Ryan Storey

Director of Loan Operations at Great Southern Bank

About



Headquarters

Springfield, MO

Asset Size

\$4.8 billion

nCino Solutions

 Commercial Banking

 Customer Engagement

The Great Southern Story

With more than 100 offices in 11 states, Great Southern Bank has grown rapidly as a result of both acquisitions and organic expansions over the past several years. This substantial growth prompted Great Southern to look for a comprehensive solution to automate and streamline its loan process from beginning to end.

By leveraging nCino's Bank Operating System, Great Southern gained a single, cloud-based platform, that manages all aspects of the commercial banking process and significantly reduces its number of software point solutions, making the loan process more seamless and efficient for both employees and customers.

In April 2019, Great Southern Bank celebrated one year of being live on the nCino Bank Operating System. By engaging employees early and making sure they understood how the transition to a new system would positively impact their day-to-day lives, Great Southern's leadership inspired everyone at the organization to take an active role in the change and personally invest in its success. As Director of Loan Operations at Great Southern Bank, Ryan Storey took the opportunity to reflect on the success of the implementation and the Bank's ongoing partnership with nCino.

"As our associates have embraced the nCino platform and continue to experience the benefits from our new and improved processes, we felt it was important for us to take a moment to step back and say, 'look at what we can achieve together.'"

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Director of Loan Operations at Great Southern



We Asked, They Answered

Why was it important to you for Great Southern to celebrate its one-year anniversary of going live on the nCino Bank Operating System?

As our associates continue to embrace the nCino platform and our new and improved processes, it felt important to take a collective moment to step back and say, 'look at what we can accomplish together.' We sent each of our users a small thank you gift, shared exciting statistics from the past year, and raffled off fun giveaways to employees at an internal celebration. We also rolled out our very own internal "nCino Champions" program to celebrate super users in our organization who really drove change by embracing the platform in its early days.

What advice would you give to other financial institutions to ensure a smooth implementation process that delivers results?

1. Take the time to ask all questions that come to mind. The nCino team is there to make sure everyone has a clear understanding of the product's features and its many different functionalities.
2. After deciding to purchase the software, everyone at your institution must be all in. From the software admins to IT to senior management, everyone has a role in the successful implementation and ongoing support of the system, therefore, everyone must be dedicated to continuous improvement in order to take advantage of all the new features and enhancements offered by nCino.
3. Understand that user adoption is a growth process. Your institution will need to rely on strong adopters to help internally promote and teach the product. Still, it can take some users several months before they feel truly comfortable with the move to a cloud-based platform depending on how engrained they were in old business processes. At a certain point, nCino will become the new normal in their day-to-day lives.



How has Great Southern Bank benefitted from its partnership with nCino?

We value good partners, and our relationship with nCino has truly been a partnership. From the initial Discovery Workshop where nCino challenged us to analyze our processes and remove inefficiencies, to the nCino Support team's ongoing efforts to ensure we continue implementing the product enhancements that matter most to our users, it's been an honest, transparent partnership.

It was during implementation that nCino told us 'we don't want to automate your inefficiencies'. That statement still follows us every time we evaluate an internal process that could be improved in some way. Now we're making more process improvements each month because nCino gives us the tools and resources we need to make these enhancements.

How has the culture at Great Southern Bank changed since the Bank adopted nCino?

Banking is not always the most modernized field, so change can sometimes be daunting for bankers who have been in the industry for 10, 20, or 30 years. A year ago, when our users thought of change, it scared them. Today, because of nCino, they embrace it and are genuinely excited about future enhancements, process improvements, and finding other ways nCino can help us achieve our goals.