SNAPSHOT

ncino

Great Southern Bank celebrates one year live on nCino's Bank Operating System.

Executive Summary

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 the bank 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, significantly reducing its number of point solutions, and made the loan process more seamless and efficient for both employees and customers.

Great Southern celebrated the decision to move to the cloud during a company-wide event to engage employees early in the implementation process, making sure they understood how the transition to a new system would positively impact their day-to-day work lives. By being open and transparent about the decision to utilize nCino, and forthcoming about the benefits the organization would experience as a result, Great Southern's leadership team inspired its employees to take an active role in the change and to feel personally invested in its success.

From software admins to IT technicians to senior management, every employee at Great Southern contributed to the implementation, adoption and ongoing support of the nCino system during the year that followed that initial event. After 12 months of processing loans through nCino and applying the solution's comprehensive capabilities to make continuous process improvements, Great Southern has experienced first-hand the benefits of the nCino platform.

"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.'"

Ryan Storey
Director of Loan Operations,
Great Soutern Bank

GREAT SOUTHERN BANK

Headquarters	Asset Size
Springfield, MO	$4.8 billion

nCino Solutions

🏛 Commercial Banking

💬 Customer Engagement

Key Features

📁 Document Manager

🎛 Reports and Dashboards

📄 Forms

💳 Credit Memo

👥 Customer Portal

Process

The Process of Progress

On the first anniversary of the nCino go-live, Great Southern commemorated the journey that led to a new culture of continuous innovation by hosting an internal celebration, inclusive of the nCino project team. The Bank's leadership team and employees celebrated the collective effort that went into delivering the project and recognized the milestone by:

✓ **Thank You Gifts**
Handing out thank-you gifts to nCino users to show appreciation for the way they embraced the platform;

✓ **Raffling Prizes**
Raffling off fun prizes and giveaways to employees;

✓ **Launching nCino Champions**
Launching an internal "nCino Champions" program to acknowledge early adopters and super users in the organization who led the change by promoting nCino among peers and encouraging adoption; and

✓ **Sharing Metrics**
Sharing some of the exciting metrics that reflect the benefits the Bank has experienced in the year since going-live.

> *"During implementation, nCino said 'We don't want to build out your inefficiencies'. That one statement follows us every time we evaluate an internal process that could be improved in some way. We are completing more process improvements on a monthly basis because we have the tools and resources through nCino that we need to make these enhancements."*
>
> **– Ryan Storey**
> **Director of Loan Operations, Great Southern Bank**

Results

A year post implementation, nCino is the new normal for Great Southern. As associates continue to embrace the nCino platform and new and improved processes, the Bank has already experienced dramatic improvements in speed, efficiency, customer service and growth in just one year. The results include:

Greater transparency and better communication across business lines, teams and markets helped generate more than **$813 million in new business** through its commercial lending team in the last six months of 2018.

1.33B
Processed $1.33B in new commercial loans in the first year on nCino

126K
Uploading more than 126,000 documents to nCino using Document Manager

8 to 1
Reducing the amount of re-keying required between application and booking from eight times down to one