

# FIS COMMERCIAL LOAN SERVICING

CASE STUDY



## Introduction

### Helping a major bank move its commercial lending operations to the future

Thanks to its API-based architecture, and cloud hosting, FIS® Commercial Loan Servicing (formerly ACBS) will enable our client to optimize automation and keep servicing a global loan portfolio efficiently in the switch from the London Interbank Offered Rate (LIBOR) to alternative interest rate benchmarks



## Challenges

With LIBOR set to be discontinued in 2021, the leading provider of wealth management, asset and banking services needed a modern commercial lending platform to service loans based on alternative benchmarks – often in multiple currencies.

Under the new reference rates, interest is more likely to be calculated monthly than on the 90-day basis that's most common under LIBOR. So, as well as making the transition from LIBOR as quickly and seamlessly as possible, the bank wanted to simplify its operations to better service higher volumes of complex loans, automate more manual, time-consuming processes – and gain faster access to information through data analytics.



## Solutions

Delivered through a hosted model, Commercial Loan Servicing enables lenders to easily manage the new compounded alternative rate benchmarks with regular updates to the software to keep pace with new market requirements.

The solution uses APIs to seamlessly integrate different aspects of the servicing process – and provides customized digital portals for efficient processing and customer self-service.



## Results

With a sophisticated processing engine and advanced capabilities, and cloud hosting, Commercial Loan Servicing will allow the bank to seamlessly handle the transition in benchmark rates for a complex, global lending portfolio.

Through the breadth and depth of the solution's APIs, the bank can easily embed Commercial Loan Servicing into its lending ecosystem, open it up to support a full range of functions, from loan onboarding to payments – and ultimately connect and fully automate any business process across the lending life cycle, however complex.

Via these APIs, the digital portals also help improve end-to-end automation and straight-through processing. With intuitive interfaces that are specifically designed to support a business user's role and responsibilities, they support easier interaction with borrowers and relationship managers, who can access them to provide information and make payments or new requests.

At the same time, delivery through the FIS private cloud means our client can come up to speed quickly on the new technology while minimizing capital expenditure.

With a flexible, powerful tool to support complex loans more efficiently and improve the customer experience, the bank will be ready for the transition to LIBOR – and in a stronger position to drive future growth.

Commercial Loan Servicing is part of the FIS® Commercial Lending Suite, which manages a full range of complex commercial lending workflow, analytics and reporting requirements.

Email us at [getinfo@fisglobal.com](mailto:getinfo@fisglobal.com) to find out more.

**LET'S SOLVE THE LENDING LIFE CYCLE.**



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