



# BANK SYSTEMS & TECHNOLOGY

Business Innovation Powered By Technology

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## Managing More With Less

**Stillwater National Bank streamlines consumer lending without committing extensive resources.**

**W**hen Stillwater National Bank (\$1.5 billion in assets), a commercial lender based in Stillwater, Okla., suffered some volume losses in its consumer lending business, the bank looked for a system that would enable it to grow its consumer lending business, but without committing extensive resources to this area. "We are a commercial bank, so consumer lending isn't in the forefront for us," explains Janette VanMeter, underwriting manager, Stillwater National Bank. But, VanMeter continues, it still is part of the bank's lending portfolio.

At the time, the bank already was housing its credit scoring model on Fair Isaac's (Minneapolis) Credit Desk system. But rather than upgrade to the vendor's more costly Liquid Credit system, Stillwater National decided to consider some alternative solutions.

In August 2002, Stillwater National deployed Cypress Software's (North Richland Hills, Texas) Mark IV software to manage consumer credit applications. The Mark IV product, a client/server-based solution for analyzing

consumer credit applications, automates the entire decision process, tracking loan applications from the entry of the application through the evaluation and underwriting process to the point of account setup and funding, according to VanMeter. "When we stumbled on the Mark IV product, we saw the ease of use with the front-end and back-end system and how easy it was to update it," she says.

with Rembrandt, the bank's document system. After data is entered onto the Mark IV system, a loan officer can import the information into the document system, eliminating the double entry of information.

Although Stillwater National Bank has not increased its consumer lending volume since implementing the Mark IV solution, it has improved operational efficiency to the point where, if

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The Mark IV solution also offered the bank the ability to embed the Fair Isaac credit scorecard into the analytics part of the solution, relates VanMeter. "It answered so many issues — taking on our consumer loan process and compliance issues," she says. "It gives us the score as well as the credit bureau information and other things we needed."

Additionally, the solution interfaces

the consumer market does pick up, the bank would be ready to handle the additional volume — without having to increase the number of staff, according to VanMeter.

"Since commercial lending is our focus," VanMeter relates. "We can leverage Mark IV in our consumer lending area to facilitate growth in that department without adding costly staff." —C.R.

### CYPRESS SOFTWARE SYSTEMS



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