



## CASE STUDY

# Mainstreet Community Bank of Florida Powers Future Growth with Finastra



Thanks to Fusion CreditQuest and Total Lending, we are much better prepared to scale our commercial and personal lending services to meet increasing demand.”

**Richard Prescott**  
Vice President of Commercial Lending  
Mainstreet Community Bank of Florida

**THE FUTURE OF  
FINANCE IS OPEN**



## At a Glance

### Solution

- Fusion DecisionPro™
- Fusion CreditQuest®
- Fusion LaserPro



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### Richard Prescott

Vice President of Commercial Lending,  
Mainstreet Community Bank of Florida

### About Mainstreet Community Bank of Florida

Mainstreet Community Bank of Florida is an independent, FDIC-insured, locally operated bank, offering a broad range of financial services. The bank caters to the financial needs of its local community and provides exceptional service and financial tools that allow customers to choose the method of banking that is most comfortable and convenient for them. Mainstreet Community Bank of Florida currently has six branch locations and \$400 million in assets.

### The Challenge

With demand for its personal and commercial banking services growing, Mainstreet Community Bank of Florida decided to open up more branches in the local community. To complement its expansion plans, the bank launched an initiative to increase operational efficiency, by replacing cumbersome, manual lending processes with an intuitive automated decisioning system.

### The Solution

Mainstreet Community Bank of Florida worked with Finastra Global Services to enhance the solutions supporting its core lending activities. By deploying Fusion CreditQuest as a key component of Finastra's Total Lending solution bundle, the bank established super-efficient lending processes for each step in the borrowing journey, from initial application to final approval.

### The Result

With Finastra's solutions powering its commercial and personal loan services, Mainstreet Community Bank of Florida enables staff to work more collaboratively and has reduced the time taken to process a loan application by 50 percent. Thanks to its rapid and reliable loan processes supported by Fusion CreditQuest, the bank is well equipped to continue expanding its local presence and can focus more resources on building deeper relationships with the communities it serves.

[bankonmainstreet.com](http://bankonmainstreet.com)



Our staff are delighted with Fusion CreditQuest, as it enables them to work together easily on the same loan applications—no matter where they are located in our branch network.”

**Richard Prescott**

Vice President of Commercial Lending, Mainstreet Community Bank of Florida

## Mainstreet Community Bank of Florida establishes efficient lending processes with Fusion CreditQuest to support its expansion plans

### Growing Business

Keen to satisfy growing demand for its local-touch banking services, the Mainstreet Community Bank of Florida decided to open new branches across the sunshine state. To ensure seamless growth and excellent customer service, the bank also set out to enhance the core systems powering its commercial and personal lending products.

Richard Prescott, Vice President of Commercial Lending at Mainstreet Community Bank of Florida, says: “We’ve seen an unprecedented increase in demand for our services in recent years, with growing interest focused on our lending products. We felt that the existing systems and processes supporting our lending activities didn’t deliver enough scalability for us to achieve our growth ambitions.

“To put this into perspective, our loan officers previously used spreadsheets to complete many of the steps in our lending processes. Working in this way would often cause keystroke errors or version control issues and, because spreadsheets could only be edited by one person at a time, staff in different branches found it difficult to collaborate on the same loan applications—limiting productivity.”

Mainstreet Community Bank recognized that its manual loan application processes limited its ability to deliver consistently excellent customer service.

Richard Prescott continues: “With our existing systems, it would take us up to two weeks to process a loan from initial application to final approval. What’s more, we found that requiring ‘wet’ signatures for customer loan agreements could extend this process further. We knew that automating and digitalizing many of our processes would yield unprecedented improvements in efficiency.”

### Building Efficient Processes

To streamline and automate key activities in its lending processes, Mainstreet Community Bank of Florida deployed Finastra’s Total Lending solution bundle which combines the power of Fusion CreditQuest, Fusion DecisionPro and Fusion LaserPro in one integrated solution.

Richard Prescott says: “Having used Fusion LaserPro to support our back-office lending operations for a number of years, we knew that we could rely on Finastra solutions to deliver excellent performance, stability and resiliency. We were especially attracted to Total Lending, as it would give us a single, harmonized platform through which we could handle end-to-end lending processes.

“With Fusion CreditQuest our loan officers get total visibility into the status of all loan applications in progress and they can drill down into individual application stages for finer detail. What’s more, the solution has enabled us to automate many aspects of our workflow—empowering our staff to focus on higher-value work.”

With support from the Finastra Global Services team, Mainstreet Community Bank of Florida successfully delivered the implementation on budget. Ready to go live in the coming weeks, the bank is already planning the next step in its innovation journey.

“Because Finastra solutions are inherently flexible and future-ready, we can add and integrate additional solutions and services as and when they are needed,” adds Richard Prescott. “In the coming months, we are planning to integrate ProSign Online with our Total Lending solution, so customers can sign contracts digitally.”

### Satisfying Increased Demand

By automating many of its lending procedures with Fusion CreditQuest, Mainstreet Community Bank of Florida has significantly reduced the time taken to process a loan application and boosted the accuracy of its lending processes.

Richard Prescott comments: “Establishing a centralized system for all of our lending procedures with Fusion CreditQuest has greatly improved the overall efficiency of our loan processing capabilities. With Finastra’s solutions we have halved the time required to process a loan application, from two weeks to just under five days—enabling us to provide our customers with more rapid and reliable services.”

Fusion CreditQuest has also transformed workflows across the bank’s lending department.

“Our staff are delighted with Fusion CreditQuest, as it enables them to work together easily on the same loan applications—no matter where they are in our branch network,” explains Richard Prescott. “Now, senior lenders, credit administrators and our loan operations staff can edit loan applications from four locations at the same time, a capability that we simply didn’t have using spreadsheets.

“Thanks to Fusion CreditQuest, we are much better prepared to scale our commercial and personal lending services to meet increasing demand. This means that we can provide more people in our local community with the resources they need to invest in the future of their homes, businesses, and families.”

## With support from Finastra Global Services, Mainstreet Community Bank of Florida successfully rolled out Fusion CreditQuest across each of its new branches



We've built a very strong, strategic relationship with Finastra in recent years and we look forward to continuing our growth journey with their flexible solutions and expert technical support."

### Richard Prescott

Vice President of Commercial Lending,  
Mainstreet Community Bank of Florida

### Smart Implementation Strategy

By adopting a strategic approach, Mainstreet Community Bank of Florida achieved a successful implementation of Fusion CreditQuest.

"To ensure that the implementation process ran as smoothly as possible, we trained a senior member of staff in each of our branches as a power user of Fusion CreditQuest before we rolled out the solutions to new locations," comments Richard Prescott.

"Taking this approach enables us to iron out any issues at the implementation stage, as these power users were on hand to help their branch colleagues get to grips with the new solution. We also worked closely with implementation specialists in the Finastra Global Services team, who helped us to tailor the solutions to our specific needs."

In the months ahead, Mainstreet Community Bank of Florida plans to integrate its online digital banking offerings with its lending solutions—revealing new opportunities to provide customers with even more convenient services.

Richard Prescott concludes: "We've built a very strong, strategic relationship with Finastra in recent years and we look forward to continuing our growth journey with their flexible solutions and expert technical support."

### About Finastra

Finastra unlocks the potential of people and businesses in finance, creating a platform for open innovation. Formed in 2017 by the combination of Misys and D+H, we provide the broadest portfolio of financial services software in the world today—spanning retail banking, transaction banking, lending, and treasury and capital markets. Our solutions enable customers to deploy mission critical technology on premises or in the cloud. Our scale and geographical reach means that we can serve customers effectively, regardless of their size or geographic location—from global financial institutions, to community banks and credit unions.

Through our open, secure and reliable solutions, customers are empowered to accelerate growth, optimize cost, mitigate risk and continually evolve to meet the changing needs of their customers. 90 of the world's top 100 banks use Finastra technology.

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