

Client processing time reduced from hours to minutes



Background

A leading online bank TAB Bank has been serving the US market since 1998. To enhance customer experience and improve efficiencies across business lending processes, the bank engaged with Validis.



The challenge TAB wanted to level-up their technological capability to power growth. The bank had a number of manual processes in their application journey that risked slowing business growth.

They saw an opportunity to digitize their application and review process to speed up onboarding and underwriting.

The solution With Validis, TAB Bank now digitally extracts, standardizes and spreads the application data in one single solution.

TAB's focus has always been on the customer journey and with Validis it removed the need for customers to find and submit paperwork. Customers can now submit digitally in under a minute.

"We are dedicated and keenly focused on being a true partner to our small business clients, making Validis a natural fit. With Validis, we have a comprehensive view of our client's financials, allowing us to work with them in a more strategic, intelligent way. This provides tremendous value not only for our bank, but our clients."



Strategic insight from granular customer data



Single API directly into their systems



Streamlined customer journey