

CASE STUDY

RENASANT BANK



OVERVIEW

Industry

- Residential Mortgage

Challenge

- Coordinating portfolio manually
- Wasted time and resources
- Loans were expensive to manage

Solution

- Streamlined technology with Built

Results

- Loan portfolio growth
- More efficient administration
- Faster and more flexible draw processing

“It’s so easy for our customers to use, and they enjoy it. The platform sets Renasant apart from a customer service perspective and we use it as a sales tool. It’s amazing software.”

— **Andy Robertson**

Director of Construction Lending
Renasant Bank

Renasant has a rich history of achievement in its journey to becoming one of the South’s most successful companies with 175+ banking, lending, insurance, wealth management, mortgage and financial services offices and \$8.3 billion in assets. Renasant is a company dedicated to solid leadership, innovation, and community partnership.

CHALLENGE

Renasant Bank was coordinating the administration of their construction loan portfolio with manual methods. “As the portfolio grew, administration became more cumbersome”, said Andy Robertson, Director of Construction Lending. “We spent too much time coordinating inspections and draw requests, our old methods would have required more staff to really grow, and our construction loans were more expensive to manage.”

SOLUTION

Renasant Bank sought a technology solution to grow the portfolio while increasing efficiency and enhancing customer experience. “Built’s software platform has helped us grow quickly without expenses, and our customers and inspectors love it because it’s so easy to use”, said Robertson. The web-based and mobile applications for construction loan administration helped Renasant Bank respond more quickly to builder requests, resulting in faster draw processing. With Built, Renasant Bank has increased loan profitability, reduced errors and risk, and delivered modern service their customers appreciate.

RESULTS

- Loan portfolio grew with more efficient administration
- Draw processing time is faster and more flexible