



CASE STUDY

Industry

- Commercial & Residential

Challenge

- Outdated work processes
- Spending more time on data entry than processing loans

Solution

- Streamlined technology with Built
- Fast implementation

Results

- Seamless transition
- Improved morale
- Business growth

The display is simple yet intuitive and it translates well to clients with varying levels of technology skills

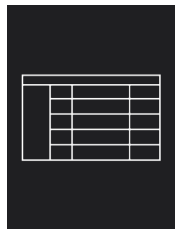
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Chief Information Officer

Colorado Federal Savings Bank Improves Workplace Efficiency and Increases Output

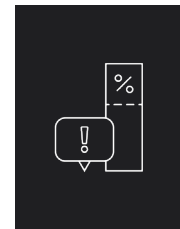
STREAMLINING PROCESSES TO GROW THEIR PORTFOLIO

Specializing in real estate lending solutions, Colorado Federal Savings Bank noticed inefficiencies in their construction loan management and draw process workflows that were hindering business growth. A \$2 billion asset organization, CFSB soon realized their previous system was no longer suitable for a portfolio of their size. They approached Built while searching for a construction loan management platform that would be able to maximize efficiency in their loan processes.



\$2 Billion

In assets organized in spreadsheets



Growing Timelines

Threatened portfolio health

The Challenge

Colorado Federal Savings Bank realized that, unless they chose to increase overhead by hiring more employees, their lending business growth would be limited by the amount of processing their current staff could manage. The organization noticed the loan administration team was spending a significant amount of time entering data which resulted in less time to devote to loan approvals and construction draws. Thus, the bank sought out a technology solution that would allow their employees to more efficiently operate their construction management processes.

The Solution

After researching several other solutions that promised to reduce data entry and improve work efficiency, CFSB ultimately chose Built as a technology solution to address the challenges they were facing. Built partnered with the Bank for the difficult task of converting to a new platform, and CFSB was able to transfer all data and train the team to use the new system in a matter of weeks. Built worked with CFSB during the conversion to help them avoid technical hiccups, implement solutions to foreseen problems, and prevent the loss of any data. Although there were concerns about reconciling in-process loans throughout the conversion, Built provided guidance to ensure the platform launch was successful. In tandem with CFSB's can-do attitude

and all-hands-on-deck approach towards a successful transition, Built provided subject matter experts and valuable resources to make the transition seamless. With the help of Built's friendly and knowledgeable implementation team by their side, CFSB felt supported throughout the process and exceedingly satisfied with the outcome. They were set up for success.

The Results

Today, CFSB uses Built's efficient technology platform to increase work production and subsequently generate increased margins. Not only does Built help reduce data entry, but it has also made managing construction draws more efficient. It has doubled the number of draws that the admin team has the capability to process and these increased efficiencies have improved CFSB's bottom line.

Furthermore, clients and partners are both satisfied and impressed with the ease of use of Built. Clients use Built as an interface with the bank for the purpose of draws and associated documentation, and now have access to a single, secure location for all of their project needs, from file sharing to budget management and beyond. Built mitigates security risk, helps to speed up and organize all necessary information upfront, and allows the construction process to ultimately be more successful.



Doubled Draws

Through increased efficiency



Mitigated Risk

From an increase in security



Increased Employee Satisfaction

In addition to client and partner satisfaction



Increased Bottom Line