

Breakout 3:
**Digital Transformation –
Panacea for Customer
Experience, Operational
Efficiency & Business
Innovation**

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Digital Transformation

Panacea for Customer Experience, Operational Efficiency & Business Innovation



GREG SULLINS

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Chief Operating &
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**OVER THE YEARS,
FOCUS OF DIGITAL
INITIATIVES
HAS SHIFTED FROM...**

COST OPTIMIZATION

1990's

EFFICIENCY

2000's

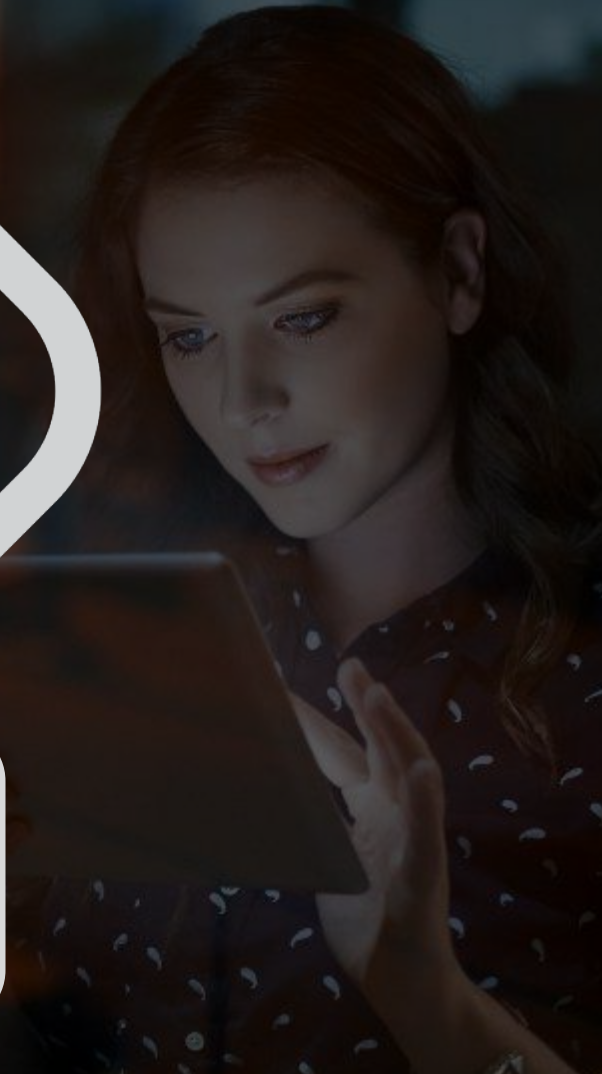
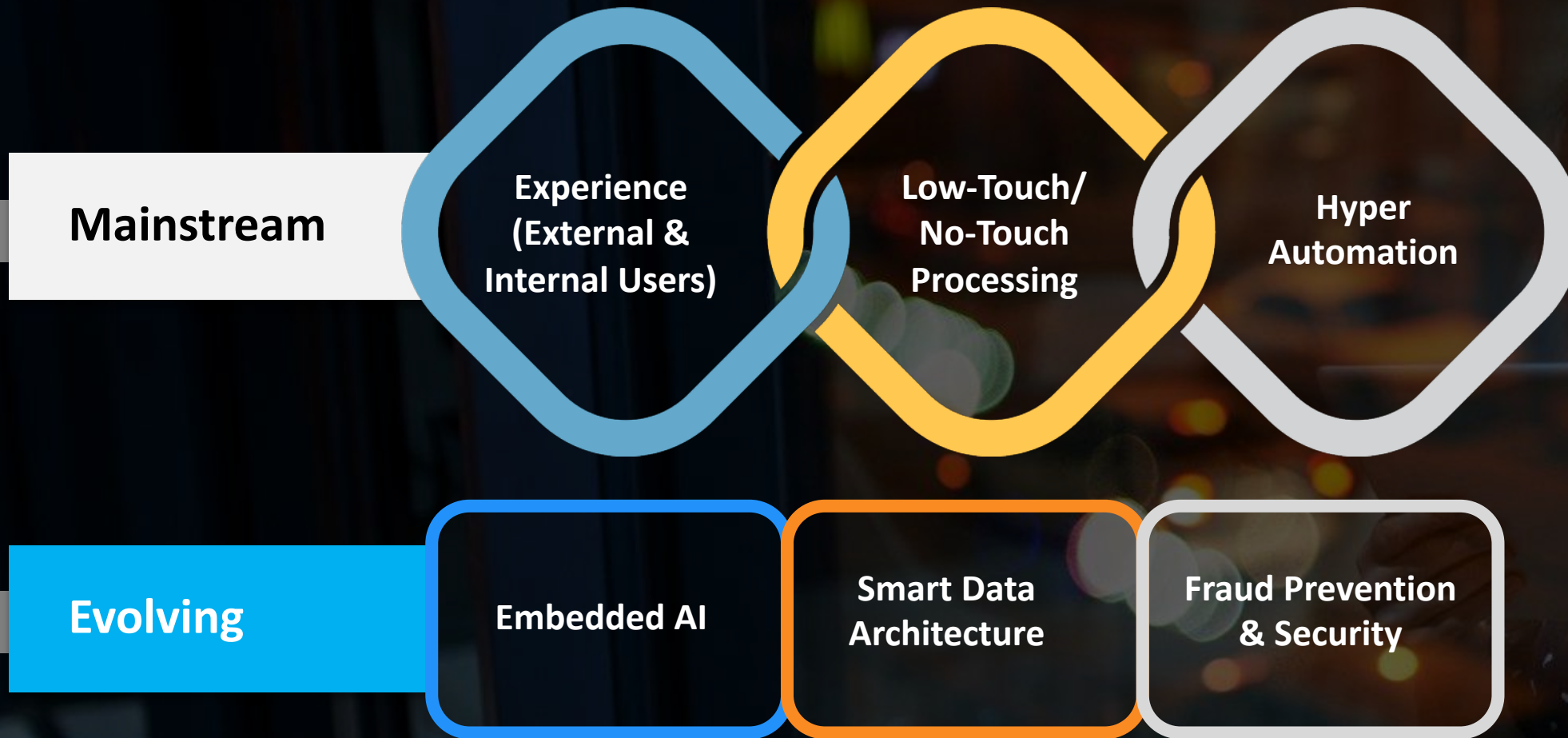
INTELLIGENCE

2010's

EXPERIENCE

TODAY

Key Trends & Industry Insights



Banks and Credit Unions have many choices to pick from

Newgen's Capabilities: Insights from Working with Clients Globally

Superior Customer Experience

- Make it simple for customers to do business with you
- Ensure end-to-end automation
- Offer Amazon-like experience

Higher Operational Efficiency

- Orchestrate the end-to-end journey for completeness
- Empower employees with tools, data, and insights
- Ensure integrated experience for efficiency
- Enhance employee experience

Business Innovation

- Differentiate and use your secret sauce
- Bring continuous improvement
- Innovate faster

Newgen's platform enables enterprises to deliver a frictionless customer experience, achieve operational excellence, and innovate faster

The Idea.... Launch a Digital Bank

Bank Midwest

+

oneplace
CAPITAL



**one
place**

Strategic Priority Alignment

Customer Experience | Digital Transformation | Profitable Growth

Background

Bank Midwest

- Started in **1880's**
- **11** Branches
 - Iowa, Minnesota, South Dakota
- Community Bank
- Additional Business Lines
 - Insurance, Wealth Management, Trust
- Agriculture, Commercial Lending, Mortgage, Consumer Banking
- **35,000+** customers
- **\$1.2 B** Assets

oneplace CAPITAL

- Started in **2012**
- Serving all **50 states**
- Experts in Medical Equipment Financing
- **16,000+** customers
- **\$ 200+ M** in Loans

Challenges and Opportunities

- ***Bank Midwest – Current state***

- Rural footprint with limited growth opportunities
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- ***OnePlace Capital- Current state***

- Lack of any customer digital tools
 - Lack of start to finish digital processes
 - Outgrowing the current technology stack
 - Separate core solutions made reporting challenging for the Bank
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The Plan

- Oneplace bank Accelerators Online Account Opening and Small Business Lending going live Q3 2023
- Bank Midwest Accelerator Online Account Opening and Omni-Channel Account Opening going live Q4 2023
- Upcoming plans for Commercial Lending Accelerator and Consumer Lending Accelerator

Why Newgen

First discovered from a taskforce trying to improve new Deposit Account Opening solution

Built on a proven platform with accelerators for financial service needs

Configurable to the process and outcomes that we desire

Ability to adapt to future requirements

Ability to grow with our company



Your Trusted Digital Transformation Partner