CreditOps Overview

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CreditOps will add value to your bank's credit monitoring process by making it more efficient, more organized, and working with you to adapt the product to your workflow instead of the other way around.

First of all, CreditOps makes your workflow more efficient by automating document requests, data extraction, financial spreading, credit memo drafting, insurance tracking, and more. Every single bank we have worked with has told us that chasing down documents from their borrowers is a nightmare. Our system automates that process by emailing borrowers directly, collecting documents through a borrower portal, and extracting the relevant data automatically. You can set up a customized recurring request schedule, send the automated emails directly from your bank's email address, and configure follow up action items for the lenders. Whether it's your borrowers uploading the documents or the lenders, our system will extract all relevant data from any document type your bank uses for the credit review process. In a matter of minutes, all relevant data for a borrower will be extracted, validated, and organized automatically. Once the data is validated, financial spreads are immediately generated. Our system intelligently generates spreads and provides you with tools to perfect them.

Once all the data is collected, CreditOps generates a fully customizable credit memo. Our customers hated typing in all of the data manually before they tried CreditOps. Now their time is spent performing a high-level analysis of the credit instead of typing in numbers for hours. Upload a current memo from your bank and the system will use your existing format so you don't have to adapt to a new process. CreditOps will also perform automated insurance tracking across your portfolio. The system will automatically request documents from insurance agents, extract the relevant data, and track policies.

Secondly, CreditOps helps you stay organized by hosting everything you need for the credit monitoring process on one unified platform and connecting the dots between all aspects of the process. Before using CreditOps, many of our customers found themselves trying to keep track of hundreds of spreadsheets across unorganized file systems, copying and pasting information between different software platforms, and miscommunicating with coworkers because of inconsistent sources of information. By combining your whole workflow into one system, CreditOps maintains your portfolio in orderly fashion. Each borrower view holds years' worth of source documents, financial spreads, credit memos, covenants, collateral, properties, and more in a virtual credit file easily accessible to anyone needing to find that information. Relationships within your portfolio are tracked using a sophisticated related entity system that ties related borrowers together. The loan approval process is smoothly integrated into the system and can be customized specifically for your bank. CreditOps also provides reports and insights easily accessible within your dashboard. These organizational features have proven to benefit our clients tremendously in their everyday workflows.

Finally, the Banker's Caddy developers work specifically with your team to ensure that CreditOps is adapting to your workflow, not the other way around. Nobody wants to completely change the way their bank operates to use a software product. Many of our clients report that other software companies require them to change their whole process to fit a specific mold in order to use their systems. At Banker's Caddy, we will work with your team directly to integrate our product with your current credit monitoring system. We will program automated extraction for any documents that your bank uses to analyze credits if we don't automate it already. We update features constantly to match our clients' workflows. For updates, we think in terms of hours and days, not months and years. You will work directly with our developers to quickly adjust the product for your needs instead of going through layers of customer service representatives.