



## CASE STUDY

### OnBoard Loans™

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Sherry Williams  
VP Loan Operations & Credit Administration Manager  
Chesapeake Bank

**Institution:**  
Chesapeake Bank

**Location:**  
Kilmarnock, VA

**Website:**  
[www.chesbank.com](http://www.chesbank.com)

**Assets:**  
\$674 million

**Founded:**  
1900

## OnBoard Loans

### Compliance-Driven, Server-Based Retail and Commercial Lending



*"OnBoard Loans is ready-to-use, out-of-the-box loan origination software."*

Sherry Williams

Chesapeake Bank has been a member of the Virginia Northern Neck, Middle Peninsula, and Williamsburg communities since 1900 – originally serving watermen, farmers, and small business owners. Since its founding, Chesapeake Bank has remained on the forefront of community banking while focusing on its commitment to personal, innovative service. This level of customer service, paired with the cultivation of strong, long-term consumer and business customer relationships, is just one of the reasons the bank has been able to grow and prosper.

Because retail and commercial loans have always been an integral part of Chesapeake Bank's business model, the bank recently started looking for a way to streamline its lending process. After evaluating several options, the bank decided to implement OnBoard Loans by Jack Henry Banking® to increase the efficiency and effectiveness of originating new loans.

AVP Loan Operations Manager, Sherry Williams, explains below how OnBoard Loans has exceeded her expectations by reducing errors and improving branch productivity, efficiency, and effectiveness.

**JHB: What was the initial business reason you acquired OnBoard Loans?**

Sherry: The key deciding factor in our bank choosing OnBoard Loans as our loan origination software was its ability to integrate with SilverLake System®, our core processing platform. Additionally, we wanted a solution that reduced the redundancy of having two people key in the same information at two separate times. OnBoard Loans meets both of those needs.

**JHB: Are you using OnBoard Loans to automate a business process for the first time, or are you replacing an existing technology solution?**

Sherry: Our previous loan origination software was through a Jack Henry Banking competitor. The product was supposed to be able to integrate with SilverLake, but we were never able to make it work. But since we've been using OnBoard Loans, we can now complete loan processing tasks in half the time – with one person instead of two, and so the second person can reallocate his or her time to other tasks.

**JHB: Looking at your competitive landscape, what are the competitive advantages that OnBoard Loans has generated for your bank?**

Sherry: The biggest thing our bank looks for is speed, especially when it comes to commercial loans. The more loans we're able to crank out, the better ... and the quicker, the better. Because if we have a loan that takes two or more hours to process, that means we're inconveniencing the customer by making him or her wait, along with their attorneys, and it also means a longer cooling period. OnBoard Loans gives us a competitive advantage by putting the speed where it needs to be.

**JHB: Can you tell us how OnBoard Loans has generated measurable cost savings for your bank?**

Sherry: OnBoard Loans has helped our bank save money by improving operating efficiency in multiple areas – in addition to increasing the speed of processing new loans, the exporting side of things has been a real cost saver, too, especially from a management perspective. We can export data right from OnBoard Loans without frustrating file transfers or batch processing delays.

**JHB: Have you received any positive feedback from bank employees since implementing OnBoard Loans?**

Sherry: We've had very positive feedback. Our employees have said that being able to pull information from the core is a huge feature because of the time it saves. They also love that compliance issues are automatically updated throughout the system.

**JHB: If you would recommend this solution to other banks, what is the most compelling statement you would make to another institution considering OnBoard Loans?**

Sherry: We would highly recommend this solution to any bank that's looking to improve its lending operations. OnBoard Loans is ready-to-use, out-of-the-box loan origination software – its design is intuitive and incredibly easy to navigate, so training was a breeze. And because the Jack Henry support team helped us set up our parameters, we were able to start using it right away.



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The OnBoard Loans lending solution streamlines retail and commercial loan origination by automating manual processes. This compliance-driven system uses dynamic documents for all 51 jurisdictions, which are updated via Internet downloads and are produced based on applicable regulatory requirements, loan type, and transaction-specific information. OnBoard Loans integrates with a variety of forms vendors' dynamic technologies and supports a wide variety of lending transactions including consumer secured and unsecured, consumer real estate, home equity lines, construction, and commercial. With OnBoard, bankers can efficiently originate new loans from start to finish and more rapidly respond to customer and account inquiries.



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