

LENDMARK FINANCIAL TRANSFORMING BRANCH PERFORMANCE

SUCCESS STORY

IMPROVED VIEW OF STRATEGIC DATA

Lendmark Financial faced a significant operational hurdle in its branch performance evaluation process. The company needed to analyze dozens of metrics across various organizational levels, but its reliance on manual data entry and fragmented reporting mechanisms led to inefficiencies, errors, and delays. Learn how we helped them tame the tangled processes and fractured data.

Overview

Effective performance evaluation is essential for financial institutions aiming to maintain high standards and drive growth. However, Lendmark Financial—a leading consumer finance company—faced significant challenges with its branch performance evaluation process. Their reliance on manual data entry and inefficient reporting systems resulted in delayed assessments, data inconsistencies, and overwhelmed support teams.

Mindspan Systems partnered with Lendmark to provide a solution that transformed this critical workflow. Through a process centered around flexibility and adaptation to Lendmark's specific needs, process completion time shrank, dozens of weekly support tickets disappeared, and data accuracy issues vanished. With quicker access to performance insights, leadership was able to focus on making faster, strategic decisions. By ensuring our solution integrated seamlessly into their operations, we helped turn branch evaluations from a burdensome task into a valuable strategic tool.

The Challenge

Lendmark Financial's branch performance evaluation process was bogged down by manual data entry and fragmented reporting mechanisms. The time-consuming workflow created bottlenecks and delayed key assessments, while data inconsistencies were frequent due to multiple layers of manual input. Generating performance insights required significant manual effort, limiting leadership's ability to make timely decisions. The old system also generated dozens of weekly support tickets, further straining resources.

Lendmark needed a solution that would streamline and automate this complex process, but they had specific organizational requirements, compliance protocols, and idiosyncrasies that couldn't be ignored. They sought a partner capable of delivering a tailored solution without imposing rigid methodologies or requiring them to overhaul their existing processes.

The Solution: Mindspan Systems' Supervision Application

At Mindspan Systems, our flexibility began from day one. During the **Discover** phase, we worked closely with Lendmark to fully understand their unique processes, controls, and compliance requirements. Whether through an in-depth technical assessment or a more streamlined overview, we adapted our discovery process to Lendmark's needs, ensuring they didn't have to conform to our way of working. We focused on meeting them where they were and identifying the specific challenges that bogged down their evaluation process.

In the **Plan & Design** phase, we developed a solution that fit seamlessly into Lendmark's existing environment. Rather than requiring them to change or adapt to our methodology, we designed a system that respected their workflows and compliance controls. The result was an intuitive, easy-to-adopt platform that required minimal disruption during implementation.

During the **Build & Integrate** phase, our engineers worked directly within Lendmark's established systems and tools, ensuring that data flows, integrations, and security protocols fit naturally into their operations. This allowed us to eliminate the risks typically associated with large-scale changes, providing Lendmark with a solution that felt like a natural extension of their business.

Key Features

By embedding analytics directly into the workflow, the application enabled real-time access to performance metrics, minimizing the need for manual data entry.

A user-friendly interface allows employees to easily input and review data, reducing the potential for errors and speeding up the evaluation process.

The application was designed to mirror Lendmark's organizational structure, allowing for an efficient, tiered approval process that enhances accuracy and consistency across evaluations.

Reports that once required considerable manual effort were now automatically generated, providing quick and actionable performance insights.

We performed

Integration of Data Warehouse Analytics

TO REDUCE MANUAL DATA ENTRY

We developed

Intuitive User Interface

TO REDUCE ERRORS AND TIME

We designed

Multi-Level Approval System

INCREASE ACCURACY & CONSISTENCY

We delivered

Automated Report Generation

INCREASE ACCURACY & CONSISTENCY

The Results

The implementation of Mindspan Systems' Supervision application delivered transformative results for Lendmark Financial, directly addressing their operational challenges:

By the Numbers

Accelerated Process Completion

4X speed

The evaluation process was reduced by 75%, saving thousands of hours annually and enabling more timely assessments.

Support Ticket Reduction

-28%

Dozens of weekly support tickets related to the old system were eliminated, freeing up IT and support resources.

Improved Data Accuracy

99.8%

Automation significantly reduced data inconsistencies, leading to more reliable evaluations and insights.

Enhanced Strategic Focus



With a streamlined process, leadership could now focus on strategic decision-making rather than data management.

Increased User Satisfaction



Employees lauded the system's ease of use, highlighting its role in transforming evaluations from a burdensome task to a valuable tool.

Our ongoing support in the **Support & Evolve** phase ensured that Lendmark's system remained aligned with their business as it evolved, without placing the burden of change on their team.

"Mindspan's Supervision application transformed our branch evaluation process from a dreaded chore to a valuable strategic tool. We now have confidence in our data and can make decisions faster than ever before."

- Carlos Gavarria, VP Lendmark Financial

Conclusion

Lendmark Financial's success story illustrates the power of a flexible, tailored solution that adapts to the unique needs of a business. By partnering with Mindspan Systems, Lendmark not only streamlined its branch performance evaluation process but also gained the ability to make data-driven decisions with greater speed and accuracy. Our commitment to flexibility ensured a smooth and effortless transition, allowing Lendmark to focus on what mattered most—driving business growth and operational excellence.

Are you faced with a similarly cumbersome process, maybe one that isn't "broken" but wastes resources and robs your organization of the agility you need to compete and win?

Reach out today to see if Mindspan System's approach can deliver success for you as well.