

Beyond Bank Australia Boosts Member Value and Gains 14 Days' Productivity With Boomi

Australian customer-owned bank speeds loans and credit card processing, and enhances customer understanding with a Boomi-powered automated data framework

“With Boomi, we’ve built a framework that securely houses our loan origination data and ensures no reduction of its value. It’s helping us to deliver tailored financial services more quickly.”

Wendy Den Hartog
Senior Manager for Loan Fulfillment, Beyond Bank

Business goals

As one of Australia’s largest customer-owned financial institutions, Beyond Bank delivers banking, lending, and insurance services to 305,000 members. Its purpose is to change the lives of customers and communities through facilitating financial wellbeing by protecting, creating, and returning value.

Following this principle, Beyond Bank embarked on a digital transformation project for its loan fulfillment operations, involving home loans, personal loans, credit cards, and overdrafts. The bank realized it needed to centralize its loan origination data to maximize value and speed delivery of its financial services for consumers and businesses.

Technology challenges

Beyond Bank’s loan origination process was previously hindered by timely data duplication and manual data entry. Its digital environment lacked system integration, which slowed down the processing and fulfillment of loan applications, and also made it more cumbersome for customers to interact with the bank.



How Boomi helped

Beyond Bank needed to establish a coordinated view of the business and introduce workflow automation. To achieve this, it sought to integrate its many back-end systems, and worked closely with Australian advisory and IT solutions provider, Atturra, which deployed Boomi's integration platform as a service (iPaaS). Using Boomi, Atturra connected Beyond Bank's customer relationship management (CRM), NextGen ApplyOnline lending platform, and core banking applications, and introduced Boomi APIs to automate data retrieval across the environment.

With a Boomi-connected framework in place, Beyond Bank completed phase one of the project, which saw the bank modernize its home loan process and introduce e-signing capabilities. The bank has since launched the second phase of its loan origination project, streamlining processing of personal loans, credit cards, and overdrafts.

Results & business outcomes

Since implementing the Boomi Enterprise Platform, Beyond Bank has trimmed 35 points of manual data entry and ironed out previous data duplications. This has earned back the organization 14 full working days per month, allowing teams to tackle more strategic initiatives. The productivity benefits also extend to reporting, with Boomi supporting the seamless and accurate transfer of data to relevant governance systems.

In customer facing systems, Boomi helps automatically pick up known customer data – such as annual income or number of dependents – which means the time needed to fill out a new loan, credit card, or overdraft application has been drastically reduced.

Beyond Bank now plans to use Boomi to integrate loan calculators, delivering additional financial services, powered by intrinsic knowledge of the broader data ecosystem.

CUSTOMER SPOTLIGHT

Industry & Market	Financial Services
Headquarters	Adelaide, SA, Australia
Employees	734
Revenue	Net profit after tax of AU\$35.5m FY23
Key Integrations	<ul style="list-style-type: none">• Customer relationship management (CRM) system• NextGen ApplyOnline lending platform• Core banking applications



With a competitive goal to attract and retain customers, Beyond Bank needed a strategic partner to ensure its loan origination revamp maximized value in every way. Our history with the bank proved invaluable in this case.”

Jason Frost

Executive General Manager,
Data and Integration, Atturra

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