

Consumer Loan Origination Systems – Technology Provider Compendium 2022

January 2022: Complimentary Abstract / Table of Contents



Our research offerings

This report is included in the following research program(s):

[Banking & Financial Services ITS, Financial Services Technology \(FinTech\)](#)

- ▶ Application Services
- ▶ Banking & Financial Services BPS
- ▶ Banking & Financial Services ITS
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- ▶ Recruitment Process Outsourcing
- ▶ Retirements Technologies
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- ▶ Service Optimization Technologies
- ▶ Supply Chain Management (SCM) Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills & Talent
- ▶ Trust and Safety
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: service providers,
locations, risk, technologies

Locations: costs, skills,
sustainability, portfolios

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Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01

Robust definitions and frameworks

F&A pyramid, multi-process FAO definition, Total Value Equation (TVE), PEAK Matrix®, market maturity

02

Primary sources of information

Annual contractual and operational RFIs, service provider briefings and buyer interviews, web-based surveys

03

Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04

Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and service providers

Proprietary database on consumer loan origination system capabilities of 20+ technology providers

Year-round tracking of 20+ consumer loan origination system providers

Large repository of existing research in consumer loan origination system

Over 30 years of experience in advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, service providers, technology providers, and industry associations

This report is based on four key sources of proprietary information

Proprietary database of consumer Loan Origination System (LOS) technology providers in scope of work

- The database tracks technology providers' offerings/capabilities for:
 - Breadth and depth of the product functionalities
 - Analytics, reporting, and dashboards
 - Investments and innovations
 - Partnerships with technology providers
 - Support in terms of product training, maintenance, and other support services
 - Availability and adoption of commercial model(s)
 - Portfolio coverage in terms of industry, geography, and buyer size
 - Provider performance in terms of revenue and clients

Proprietary database of consumer LOS providers (updated annually)

- The database tracks the following for each technology provider:
 - Revenue and number of FTEs
 - FTE split by different LoBs
 - Investments in innovation and partnerships
 - Revenue split by region
 - Location and size of delivery centers
 - Technology solutions developed

Demonstrations and interactions with technology providers and other industry stakeholders

- Detailed briefing and demos for a comprehensive product view that covers:
 - Vision and strategy
 - Annual performance and outlook
 - Key strengths and improvement areas
 - Emerging areas of investment

Buyer reference interviews, ongoing buyer surveys, and interactions

- Interviews with technology providers' reference clients and enterprise buyers to get a perspective around:
 - Drivers and challenges for adopting workplace services
 - Assessment of service provider performance
 - Emerging priorities
 - Lessons learnt and best practices

Technology providers assessed¹



¹ Assessment for Blend, COMARCH, Experian, FICO, Finastra, Fiserv, Jack Henry, LendFoundry, nCino, Newgen Software, Oracle, Temenos, and TietoEVRY excludes technology provider inputs on this study and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these technology providers, their public disclosures, and interaction with buyers. For these companies, Everest Group's data for assessment may be less complete.

The source of all content is Everest Group unless otherwise specified

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any contract-specific information collected will only be presented back to the industry in an aggregated fashion

Background of the research

- The consumer lending industry has seen massive shifts in the past decade owing to technology advancements and ever-changing customer expectations, Internet and smart phone penetration has been forcing banks and financial institutions to shift from a traditional to a digital lending culture, with increasing emphasis on reduction in loan processing time. Post pandemic, governments across the world reduced interest rates, and provided stimulus to individuals through massive lending programs to ensure capital and liquidity to manage their financial needs and priorities
- Traditional lenders and banks had already been steadily losing market share to the new entrants, which forced them to rethink their technology adoption strategy. Challenger banks and neo banks also entered the foray, providing an omnichannel solution for unified and seamless customer experience for different channels, varied customer segments, and multiple lending products
- There is an increasing need for lending systems transformation to keep up with the pace of this change. Banking and financial institutions are relying on digital lending platforms to modernize their processes, reduce operational costs, and improve customer experience
- The technology provider landscape for consumer loan origination is vibrant with a mix of traditional and new-age providers. Through investments in providing a unified platform catering to multiple lending products and leveraging next-generation technologies, these providers are focused on supporting the lenders in digital transformation for consumer lending

In this report, we provide detailed profiles of 23 technology providers, featured on the Consumer Loan Originations Systems PEAK® Matrix Assessment. The assessment is based on Everest Group's annual RFI process for the year 2021, interactions with leading LOS providers, client reference checks, and in-depth analysis of the LOS market.

This report includes the profiles of the following 23 leading LOS providers featured on Consumer Loan Originations Systems PEAK® Matrix Assessment:

- **Leaders:** EdgeVerve, nCino, Sopra Banking, Temenos, TurnKey Lender, and Wipro Gallagher
- **Major Contenders:** axefinance, Blend, FICO, Finastra, FIS and Amount, Fiserv, Inovatec, Jack Henry, Newgen Software, Oracle, Pennant Technologies, Q2, Tavant, and TietoEVRY
- **Aspirants:** COMARCH, Experian, and LendFoundry

Scope of this report:



Geography
Global




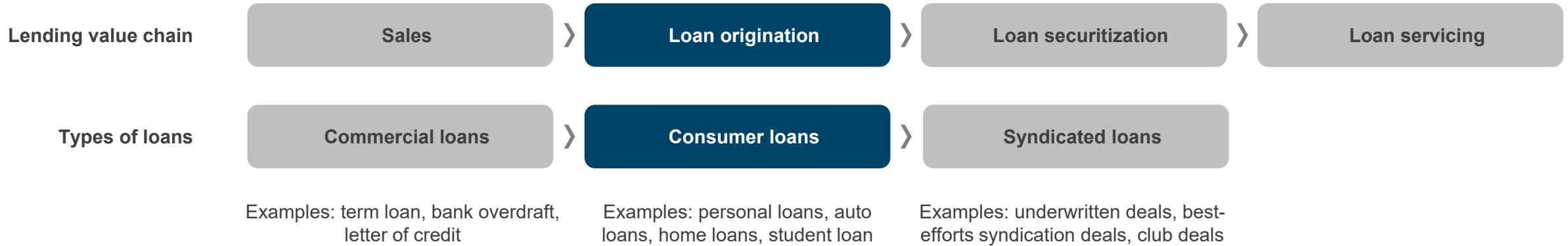
Technology providers
23 consumer loan origination platform providers



Product
Consumer loan origination system

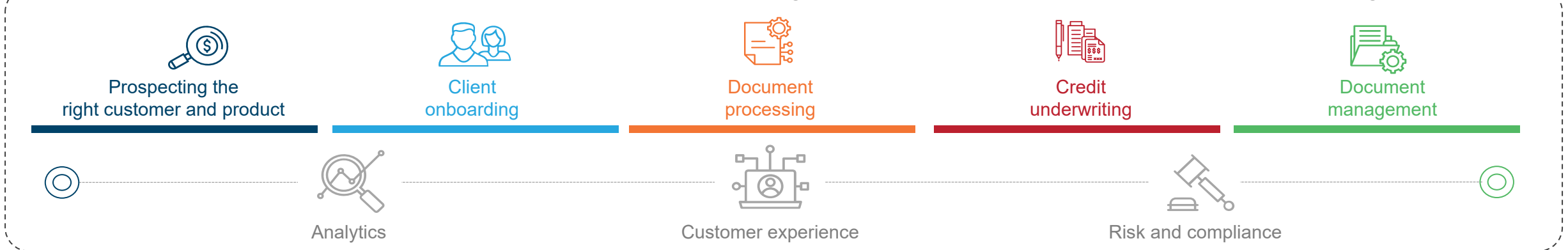
Research scope for Consumer LOS Products PEAK Matrix® Assessment 2022

 Scope of this research



ILLUSTRATIVE

Scope of this research includes platforms/products for consumer loan origination value chain, stand-alone or as a part of an overall lending suite



The consumer loan origination systems – technology provider compendium has over 23 consumer LOS technology provider profiles

Consumer Loan Origination Systems – Technology Provider Compendium 2022

Technology provider | consumer loan origination systems profile

Everest Group assessment – XXX



Strengths

- The Technology provider platform provides instant decisioning support and works with any core banking system; it can also be used together with the Infinity solution
- A rich partnership landscape and focus on specific customer segments such as credit unions and mid-sized banks in North America have enabled market success for Technology provider
- Embedded explainable AI (XAI) platform and ML capabilities in the platform create seamless customer journeys and automate manual processes
- Partnered with XXX to integrate credit decisioning solutions for prescreening, prequalification, and credit checks into the solution to enable automated decisioning
- Technology provider is poised to capture the increased demand from tier 1 and tier 2 banks during the pandemic, by building a dedicated sales team and appointing an international sales head

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Consumer Loan Origination Systems – Technology Provider Compendium 2022

Technology provider | consumer loan origination systems profile

Capability and offerings

Value-chain coverage	Lead management and pre-qualification	Application
	Credit decisioning	Credit un
Risk and compliance	Risk modeling, simulation, and stress testing	Creating
Product architecture	Microservices architecture	Availability of a hybrid model components deployed on-cloud
Product hosting options	On-premise (central server or VM)	Private cloud
Product training and certifications	Training and certifications by vendor	Training and certifications by partners
Product support and maintenance	Implementation and support by vendor	Implementation and support
Commercial model	Perpetual licensing	Term licensing (for fixed a
Scope of customization	Not available with the standard offerings	

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Consumer Loan Origination Systems – Technology Provider Compendium 2022

Technology provider | consumer loan origination systems profile

Overview

Company overview

Technology provider was founded in late XXX by a team of bankers and entrepreneurs. The firm offers end-to-end cloud-based solutions for financial institutions. It offers scalable technology to financial institutions to assist them achieve revenue growth, increased efficiency, cost savings, and regulatory compliance. Technology provider collaborates with over XXX financial institutions worldwide, with assets ranging from US\$XXX million to more than US\$XXX trillion

Headquarters: XXX

Website: XXX

Key clients

XXX

Company vision for consumer LOS offerings

- Reduce risk and regulatory exposure
- Decrease loan cycle times
- Increase productivity by eliminating manual document creation
- Enable quick, frictionless, and personalized customer journey

Product overview

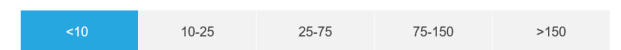
Technology provider's Retail Loan Origination System (LOS) provides a fully digital, end-to-end loan solution with automated workflows, streamlined customer onboarding, paperless document management, and a 360-degree view of the customer on a single platform.

Version number: Data not available

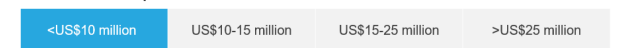
Release date: Data not available

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Number of active clients



Revenue from LOS products and services



Legend: N/A(0%) Low (1-20%) Medium (20-40%) High (>40%)

Revenue by offerings



Revenue by buyer size



Revenue by geography



Research calendar

Banking & Financial Services IT Services

Published Planned Current release

Flagship reports

Release date

Application and Digital Services in Capital Markets – PEAK Matrix® Assessment 2021	December 2020
Healthy Rebound in BFS IT Services Spend – Growth Themes and Cautions	March 2021
Modernizing Data, Applications, and Infrastructure for the Next Phase of the Payments Revolution – State of the Market Report 2021	April 2021
Application and Digital Services in Banking – PEAK Matrix® Assessment 2021	June 2021
Application and Digital Services in Banking – Service Provider Profile Compendium 2021	August 2021
Consumer Loan Origination Systems – Products PEAK Matrix® Assessment 2022	December 2021
Temenos IT Services PEAK Matrix® Assessment 2022	December 2021
Finastra IT Services PEAK Matrix® Assessment 2022	December 2021
Consumer Loan Origination Systems – Technology Provider Compendium 2022	January 2022

Thematic reports

Release date

Consumer Lending on the Cloud	April 2021
Cloud in Capital Markets – the Backbone of Digital Financial Infrastructures	May 2021
Deconstructing the digital assets revolution - what can financial institution learn from the meteoric rise of Coinbase	June 2021
BFSI Enterprise Adoption Guide for Low-Code/No-Code Technology – Market Trends and Provider Landscape	July 2021
Decoding the Sustainability Opportunity in BFSI: Deep-dive into the Environmental, Social, and Governance (ESG) Data & Analytics and Technology Provider Landscape	July 2021
Sustainability in Financial Services – The Next Big Opportunity in Data, Technology, and Services	December 2021

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