



Regional U.S. Bank Poised to Win Customer Relationships with Digital Banking Transformation

“Bottomline’s Digital Banking IQ offered a feature set and user experience that was clearly superior to the competition. The Bank is now poised to win the treasury management fee income and core deposits of larger commercial clients while continuing to service our current base.”

-CIO



Challenges

- Complex upgrades were needed to implement a commercial digital banking solution that would support a growth strategy aimed to target the Middle Market corporate business segment
- Competition offered sophisticated digital features within banking solutions which made attracting and retaining a growing audience increasingly difficult due to new digital expectations

Solution

- Digital Banking IQ allowed the bank to acquire, strengthen and grow more profitable banking relationships with commercial banking customers by delivering an exceptional banking experience that drives customer loyalty
 - The cloud-based platform utilizes features such as behavioral insights and artificial intelligence to give business customers the personalized digital experience they have come to expect, along with the security of real-time payment fraud protection

Results

- Accelerated implementation of the platform in 9 months
- Onboarded nearly 7,000 customers within the first year
- Bottomline’s Next Generation Integration (NGI) delivered a new core interface
- State-of-the-art security and fraud protection

[READ FULL STORY](#)