

CASE STUDY:

NTFN and Vendorly® solving the vendor management query

NTFN is a tier-one lender that works throughout the United States with nearly all major banking institutions. Their nationwide footprint enables them to offer their customers competitive pricing, creative solutions and alternative sources of financing.

Its objective was to deliver a better lending experience for their borrowers. NTFN's founders continue to focus on delivering excellent service, increased control and a faster, more flexible process, all of which ultimately creates a first-class experience for everyone involved.

CHALLENGE:

NTFN sought to leverage a proven third-party risk management (TPRM) strategy to maximize their TPRM processes and minimize the risk presented by their large network of third-party vendors.

Faced with the continuous changes of the industry and adopting to their borrowers' needs, NTFN — similar to many lenders — continues to partner with leading mortgage and technology fulfillment vendors in order to produce an efficient, credit-worthy and regulatory-compliant loan. NTFN found that in order to continue delivering first-class customer service their vendor oversight program needed a comprehensive solution in order to track their 400-plus vendors.

SOLUTION:

NTFN redesigned their vendor management program with Vendorly.

NTFN had managed vendors with an in-house manual process. Though, as their vendor relationships grew, they recognized a more efficient solution would provide a greater lift in effectively assessing vendor risk without increasing NTFN overhead or sacrificing quality.

NTFN learned about the dynamic combined product offering of Vendorly's software and services, which are supported by a certified TPRM team. Vendorly proved to be the best scalable solution for NTFN.



METRICS



50%*

savings in excess of their prior spend.

CLIENT PROFILE

NTFN is a full-service mortgage banker headquartered in Lewisville, Texas that was established in 1992. Its objective was to deliver a better lending experience for their borrowers. NTFN's founders continue to focus on delivering excellent service, increased control and a faster, more flexible process, all of which ultimately creates a first-class experience for everyone involved.



With Vendorly's proven onboarding methodology, NTFN was able to focus on addressing highlighted vendor-identified risks versus the conventional pain points of document collection and scouring digital and paper files for vendor information. NTFN and Vendorly were able to quickly onboard their vendor information with the experience of Vendorly's customer service managers to perform the heavy lifting, and NTFN enjoyed immediate economies of scale. This adoption was achieved in part by a continuous oversight program performed by the team at Vendorly who currently oversees the Vendorly platform with over 59,000 vendors.

Plus, NTFN enjoyed additional significant savings as a Lenders One* member.

RESULTS:

Vendorly proved to be the best scalable solution for NTFN.

NTFN quickly realized the opportunity offered by the large vendor database provided by Vendorly to streamline their vendor management procurement and vetting process. Vendorly has created a unique approach to the overall vendor management lifecycle that expands on the generic vendor management questionnaire methodology. Customizing the solution and the types of oversight levels that are applied to the specific type of vendor enables NTFN to manage the cost of vendor oversight. The ROI of this new approach allowed NTFN to realize significant savings in excess of 50% of their prior spend.

"Before working with Vendorly, NTFN made significant investments into a staff with a specialized skill set to support the regulatory compliance requirements around vendor management," said Gary McKiddy, Chief Financial Officer of NTFN. "With Vendorly, my staff is able to work in other areas of our organization and offset this cost while experiencing superior customer service. Vendorly's agile software adapts to our needs, and their consultative management team helps support the NTFN business model for continued growth."

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WHY TPRM OVERSIGHT?

Vendor oversight is important, but without careful planning, considerations to risk exposure, assessing types of risk and available resources to invest in this discipline, vendor management can fail to make a real contribution to the bottom line. Failure to adequately assess the risk presented by the use of a third-party supplier may affect both the borrower and the financial institution in terms of operational, strategic, credit, financial and reputational risk, which can all be very costly to a mortgage lender.
