

Testimonial

Decorah Bank & Trust Co. leverages Preferred Active Support to optimize its Finastra services

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Preferred Active Support is a wonderful case management service, and a valuable enhancement to our longstanding partnership with Finastra



Sara Thomas
Chief Banking Officer & EVP

Decorah Bank & Trust Company relies on the LaserPro Lending engine to develop and execute compliant personal and commercial loan documentation. As the bank continues to grow in the northeast Iowa region, they wanted to ensure they were leveraging LaserPro's full capabilities so they could drive more volume in a scalable, efficient manner. The solution? Finastra's Preferred Active Support support services. Says Sara Thomas, Chief Banking Officer & EVP: "Preferred Active Support has really helped us fine-tune the many capabilities of LaserPro. We just completed a Product Optimization Review, and we are ready to take LaserPro to the next level."

Preferred Active Support is designed to ensure community financial institutions have the proactive support they need to tackle the challenges of delivering unmatched services to their clients while lowering TCO and compliance risks. From implementation to training to case management, Preferred Active Support offers real-time support with a personal touch. And when questions arise, it

delivers the answers they need...fast! "Finastra partners with us every step of the way, delivering a smoother and smarter experience that has helped improve our efficiency. Plus, when our team needs help and opens cases, our needs take priority and are resolved quickly, often the very same day," added Sara Thomas.

Community financial institutions face unique pressures as they modernize their offerings amid constant change and escalating risk. Preferred Active Support from Finastra provides best-in-class, personalized support resources that ensure your Finastra solutions are installed to your specifications, you enjoy the benefits of compliance certainty and efficiency, and your concerns are addressed according to your exacting requirements. Concludes Sara Thomas: "Finastra is our trusted advisor. They truly care about both optimizing Decorah Bank's services so we can meet our long-term goals and evolving their products with our needs. I have no complaints!"

About Decorah Bank & Trust Co.

Founded in 1935, Decorah Bank & Trust supports farmers, families, and businesses through offices in Decorah and Cresco, Iowa. The bank is committed to building stronger, more connected, and sustainable future for the communities it serves, helping neighbors achieve their financial dreams.

About Finastra

Finastra offers the most comprehensive portfolio of end-to-end lending solutions for community financial institutions - across commercial, consumer, and mortgage lending. Learn more about how Finastra can help you efficiently grow your business.

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