

First Guaranty Bank relies on Finastra Preferred Active Support for operational efficiency

“

Having the Preferred Active Support team available means I can get answers faster, without spending hours searching for solutions. It's saved me a lot of time and has allowed us to keep our processes running smoothly.”



Luke Lavergne
Lending Systems
Administrator
First Guaranty Bank

First Guaranty Bank partnered with Finastra to enhance its lending operations through the Preferred Active Support model. “When I took on responsibility for LaserPro, the bank sought a solution that would provide expert guidance, quick support, and a personalized experience,” explains Luke Lavergne, Lending Systems Administrator, First Guaranty Bank.

Through monthly meetings and direct access to Finastra’s Preferred Active Support team, First Guaranty Bank has received timely answers to questions about product updates, troubleshooting, and best practices. “The Preferred Active Support team at Finastra has been extremely helpful, confirming my findings or providing additional information when needed.” Lavergne notes.

Responsiveness and expertise have been key. Lavergne comments, “The team is pretty quick to respond, usually within an hour or by the end of the day.” The collaboration has also included expert sessions on LaserPro settings and new product setup, ensuring the bank’s team is always on the right track. Even when challenges arise, the Finastra team works closely with First Guaranty Bank to resolve issues and minimize disruption, Lavergne adds.

Preferred Active Support has significantly improved First Guaranty Bank’s operational efficiency, reduced manual effort, and increased confidence in the bank’s lending technology. “The biggest benefit is the time saved. Instead of spending hours searching for answers, I can reach out to experts who point me in the right direction. It’s made a real difference for me and my team,” Lavergne concludes.

About First Guaranty Bank

For over 91 years, [First Guaranty Bank](#) has served communities across Louisiana, Texas, Kentucky, and West Virginia with a steadfast commitment to customer service and local decision-making. Rooted in three generations of banking trust, the bank remains dedicated to meeting customer needs in a changing economy.

About Finastra

Finastra offers the most comprehensive portfolio of end-to-end lending solutions for financial institutions. [Learn more](#) about how Finastra’s solutions can help you efficiently grow your business.

