

Kindred builds loan automation within 5 days using Flowable Work



Founded in 1964 and headquartered in Kitchener, Ontario, Canada, Kindred Credit Union is a member-owned financial cooperative. With eight full-service branches in Southwestern Ontario and based on a values-centered and faith-inspired approach, Kindred offers a complete range of banking, investing, and borrowing products and services.

With successful business practice of over 50 years, Kindred has plenty of experience in adopting promising solutions within changing market situations. At the beginning of 2020 Kindred decided to use the business process management (BPM) platform Flowable Work in order to build internal apps and a content store for various processes and services. By this they wanted to provide a repository for different internal and external processes that other business units within Kindred can leverage to build their custom apps. Kindred specifically based their decision to go with Flowable on the robust Form Builder/UI and the ability to easily integrate with other internal systems. In this way, Kindred initially intended to digitize their processes to achieve innovative and impactful products, services, and programs. But as the Covid-19 pandemic unexpectedly started to challenge their existing solution for loan processing, they quickly changed their agenda.

Short time to market thanks to low code capability

To adapt to the new financial needs that their personal and business members were facing with the outbreak of the pandemic, the financial cooperative quickly came up with a new agenda on how to benefit from having just purchased Flowable. By focusing on an automated workflow for emergency loans to support business members suffering from the Covid-19-related economic downturn, they built a successful new system within only five days. This incorporates a great use-case of Flowable Work as a flexible technology for delivering dynamic and adaptive process and case management (CMMN) solutions.

SUCCESS STORY

The same week we got our license keys, our team was asked to build a new lending system for COVID-19 emergency loans. We set up development, test and production installs of Flowable in the next few days and went live with the new workflow the following week.

Tim Miller Dyck, Developer and Data Analyst **”**



In a subsequent update to this workflow, Kindred leveraged Flowable's template generation functionality to automatically create member-specific loan agreement documents that were then sent out for e-signature. This template functionality provided a further reduction in loan processing and turnaround time.

Using Flowable allows companies to manage even complex processes fast and efficiently thanks to intelligent automation. Companies can model and automate their business processes with little effort

and benefit from a fast time-to-market as well as the chance to create solutions without the need for technical know-how due to the low code functionality.

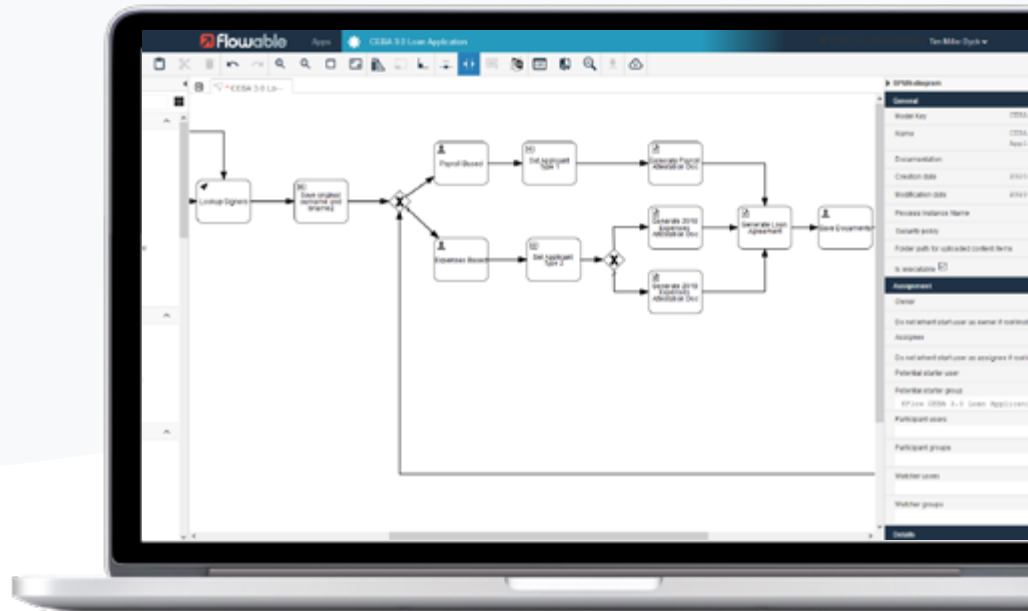
With a clear focus to support members

The new solution thereby shows its impact not only on the side of financial assistance but also on the company itself. As the COVID-19 pandemic hit the economy many other banks and financial cooperatives struggled to stay economically solid while ensuring liquidity and financing at the same time. Not so for Kindred Credit Union: using Flowable Work, Kindred was able to address the need for urgent loans, supporting their members in the best possible way during the crisis.

A screenshot of a web application interface for the CEBA (Canadian Emergency Business Accounts) applicant form. The interface is divided into two main sections. On the left is a dark sidebar with a navigation menu containing icons and labels for 'Home', 'Work', 'Tasks', 'Contacts', 'Reports', and 'Documents'. The 'Work' section is currently active. The main area on the right is a light-colored form titled 'Application Data'. It contains several input fields and sections: 'Business Member Number' (with a value of 123456), 'Branch' (with a dropdown menu showing 'Kitchener'), 'Loan Amount Requested' (with a text input field), and a section for business characteristics with radio button options for 'Yes' or 'No'. The form also includes a 'Business Standard Industry Code Number' field and a footer with a disclaimer and a link to the CEBA website.

Screenshot of the CEBA (Canadian Emergency Business Accounts) applicant form. It provides the possibility to manage the applications for emergency loans.

Flowable enabled our members to get financial support for COVID-19 faster than it would otherwise have been possible.



Screenshot of the workflow that Kindred built using Flowable Work. It is used to model the application for CEBA loans (Canadian Emergency Business Accounts) and visualizes different process options and referring actions.

Intelligent Automation provides new potential

At the moment Kindred benefits from a faster time to market with new apps, a content management system and full automation internally, coming with significant cost savings and improving efficiencies. But as a new customer to Flowable, Kindred has a lot more projects planned: A look into the future suggests the further use of Flowable for additional workflow automation, more use of Flowable's

template document functionality, and integration between Flowable and Kindred's electronic document management system. Besides that, Kindred Credit Union is also interested in learning more about how CMMN can further improve their business process automation.