



CLIENT SUCCESS STORY

\$2B

in assets

170%

increased total loan production

58%

increase in assets

MARQUETTE BANK

Love where you bank



Founded in 1945, Marquette Bank has built a reputation for providing financial services and personalized support to communities throughout the Chicago area. With more than 20 locally-owned and operated branches, the Bank employs over 350 team members, and is one of the few remaining privately-held financial institutions in Chicago with more than \$2 billion in assets.

► The Challenge:

The Bank's mission is to fulfill both the financial and civic needs of the communities it serves by offering tailored banking products and services that help customers reach their financial goals. Marquette's team is dedicated to helping their fellow neighbors and local businesses thrive in the greater Chicago area.

To accomplish this, Marquette recognized the need for technology that would improve its lending processes and make it easier for borrowers, especially small businesses and commercial borrowers, to obtain the right financing options. At the same time, the Bank needed to find ways to streamline workflows for its valued employees to give them more time to focus on serving customers. Marquette specifically needed a system to track outstanding loan documents and for ongoing portfolio monitoring, which prompted the bank to partner with Baker Hill in 1998.

► The Solution:

Initially, Marquette Bank implemented Baker Hill's legacy solutions, Onepoint REACT and STAN. These solutions helped the bank drive efficiencies during loan origination and portfolio monitoring. After experiencing initial success with Baker Hill, the Bank then upgraded to the company's web-based loan origination platform, Advisor in 2013. With Advisor, the Bank was able to automate imports and benefit from increased flexibility with reporting and customized documents through the solution's auto-tag features.

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After using Baker Hill for over two decades, we can confidently say that we believe in the value their solutions deliver.”

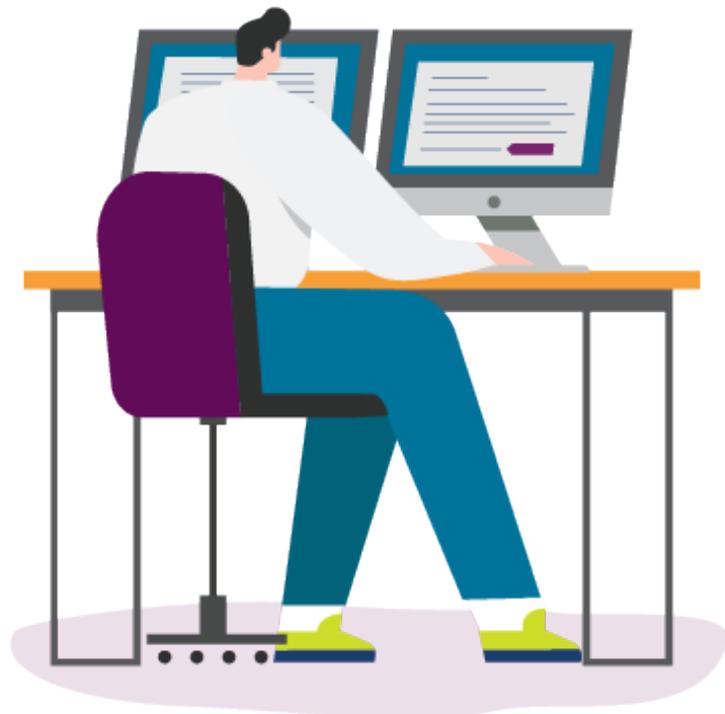
Frances Brashares
VP, Commercial Loan
Operations Manager
Marquette Bank

Given Marquette’s positive experience with Baker Hill’s first- and second-generation product suites, the Bank chose to continue its relationship and upgrade to the company’s latest loan origination and risk management platform, Baker Hill NextGen®.

Today, Marquette Bank uses Baker Hill NextGen® for commercial and small business lending, as well as portfolio monitoring. As an end-to-end LOS, Baker Hill NextGen® serves as a centralized, one-stop-shop that addresses all the Bank’s small business and commercial lending needs.

With Baker Hill NextGen®, Marquette Bank’s relationship managers can easily access client information to support the sales process and encourage strategic sales planning. The solution facilitates pipeline management reporting, deal creation and a robust credit memorandum so opportunities can be analyzed and decisioned with speed and accuracy. Baker Hill NextGen® has also allowed the Bank’s team members to create a combined credit memo in one document that serves as a single source of information for both the loan officer and the credit analyst. These robust functionalities have significantly reduced the need for creating Excel spreadsheets outside of the system and have made reporting much easier and more efficient for the Bank.

Marquette Bank has not only been impressed with the capabilities of Baker Hill NextGen®, the company’s flagship product, they also appreciate the company’s ongoing consultative service and outstanding customer support. Baker Hill also views clients as partners and has invited the Bank to participate in user group sessions to influence the company’s product roadmap. For these reasons, Marquette has continued to expand its partnership with Baker Hill, which now spans more than two decades.



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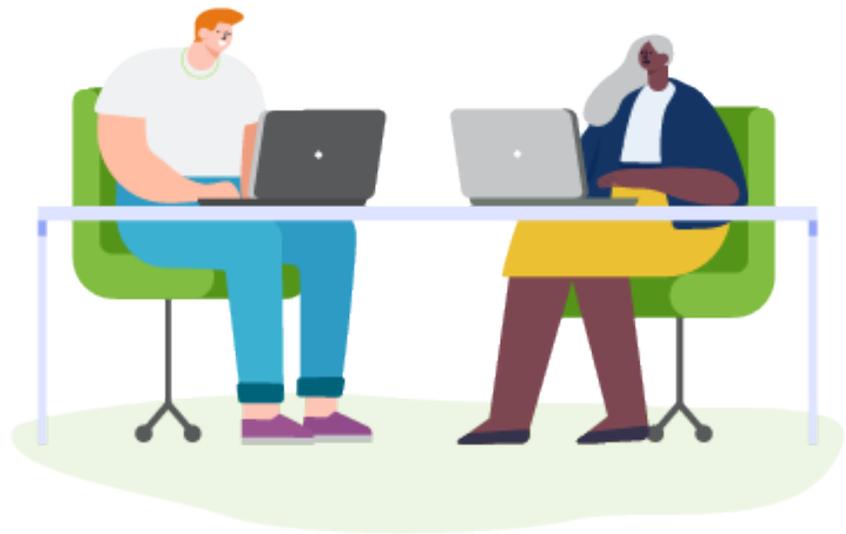
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► Results:

Since partnering with Baker Hill in 2001 and optimizing its loan origination workflows, Marquette Bank has experienced tremendous growth. Today, the bank has over \$2 billion in assets, an increase of more than 58% compared to 20 years ago. The Bank has also increased total loan production by nearly 170%. Marquette has also seen an increase in small business loan applications with very few delinquencies thanks to proactive, automated monitoring that uses score trends and other triggers built into Baker Hill NextGen® Portfolio Risk Monitoring.

“Our Bank is built on our commitment to six principles that give us a competitive advantage, and one of those principles is to offer top-notch financial services to the communities we serve,” said Frances Brashares, VP, Commercial Loan Operations Manager at Marquette Bank. “We are always actively seeking out new solutions to make banking easier, both for our customers and our employees – that’s why we initially partnered with Baker Hill.”

Brashares continued, “Baker Hill truly views their clients as partners and our team has experienced this firsthand. After using Baker Hill for over two decades, we can confidently say that we believe in the value their solutions deliver and look forward to our continued partnership.”



Baker Hill is in the business of evolving loan origination by combining expertise in technology with expertise in banking. Built on decades of walking alongside banks and credit unions as they provide vital resources to their communities, Baker Hill NextGen® is a configurable, single platform SaaS solution for commercial, small business, consumer loan origination, and risk management that grows along with you as your business needs change. Baker Hill is lending evolved. For more information, visit www.bakerhill.com.