

CASE STUDY

Streamlining broker relationships:

**How United Trust Bank enhanced efficiency
with NETSOL's Transcend Marketplace**

About United Trust Bank

United Trust Bank (UTB), a respected specialist in asset finance, reached a major milestone in March 2023 by surpassing £1 billion in total lending in its asset finance division. Building on robust foundations in financing high-value cars for high-net-worth individuals and providing SME equipment lending, UTB continuously seeks to refine its services.

While UTB already had solid systems in place, it identified a specific opportunity to improve the calculation and delivery of finance quotes when structuring complex payment profiles. Partnering with NETSOL allowed UTB to build on its existing technology, ensuring it could stay at the forefront of service excellence.

Pain points and challenges


Before collaborating with NETSOL, UTB used systems that effectively supported many of its operations, but had room for enhancement in a few critical areas. UTB wanted to enhance how they generated accurate and flexible quotes quickly, along with generating on-brand polished quote documentation.


The solution provided by NETSOL


To enhance UTB's operations without disrupting their existing business, NETSOL deployed two leasing-focused applications, Flex and Dock, tailored to complement UTB's existing workflows.


Automating and enhancing quoting capabilities

flex.

 **Precision in APR calculations:** Flex automated complex calculations, helping to reduce manual intervention and improving quote accuracy.


 **Reverse quoting for competitive advantage:** By adjusting parameters swiftly, UTB could ensure competitive offers, crucial for winning business. Additionally, the option to carry out reverse calculations was very useful in ensuring affordability, flexibility, and accuracy in the quoting process.


 **Configurability:** Flex allowed UTB to tailor quotes to a range of scenarios, ensuring brokers' and their customer's diverse needs were met.


 **On-the-go accessibility:** Sales teams could generate and modify quotes from their mobile phones in real-time, making them more responsive to broker requests.


Simplifying quote generation

dock

 **One-click quote generation:** Dock automated the creation of branded, polished documents, reducing repetitive tasks and saving time.

 **Enhanced presentation:** Standardised, visually consistent outputs reinforced UTB's reputation for quality and professionalism.

 **Ease of use:** A user-friendly interface meant minimal training was needed, encouraging widespread adoption among UTB staff.

 **Seamless integration with Flex:** Brokers benefited from quicker turn around of quotes and the ability to structure deals with complex payment profiles quickly.

Value achieved by UTB

By integrating Flex and Dock into its existing systems and processes, UTB achieved measurable gains:

Refined broker relationships:

Thanks to faster, more accurate quoting and timely delivery of professional documents, brokers reported greater satisfaction and trust.



Boosted competitiveness:

The ability to fine-tune quotes quickly allowed UTB to stay a step ahead of competitors.



Strengthened specialist reputation:

Sophisticated, tech-driven solutions underscored UTB's position as a leader in the high-value asset finance market.



Streamlined operations:

Automated quote generation freed up staff to concentrate on strategic tasks and more personal broker engagement.



Enhanced mobility:

With mobile compatibility, sales teams responded rapidly to broker queries, even while 'on the go'.





“ Working with NETSOL felt like a true technology partnership. The team genuinely listened to what we needed and stayed responsive every step of the way. The implementation process was smooth and delivered on time and within budget. The system’s simplicity, connectivity and usability have made a real difference, with brokers often commenting on how clear and efficient it is. It’s transformed the way we work and strengthened our relationships with brokers in ways previously not possible. ”


Alex Cooper

High-value cars finance specialist, United Trust Bank

Get in Touch

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