



Professional Services—Lending

Optimize your investment in Baker Hill lending solutions by leveraging our professional staff's nearly 40 years of expertise in commercial, small business, and consumer loan origination.

Why Baker Hill professional services? Rely on our team's industry expertise to help you optimize the performance of your Baker Hill lending solutions and maximize your investment in financial technology.

Advisory Services

► Credit Risk Consulting

We conduct working sessions with you to assist with loan policy and process reviews, giving you more insights and more opportunities.

► Branch Manager and Small Business Lender Training

Our seasoned consultants train your branch staff on business lending fundamentals in a one-day session tailored to your specific needs.

► Strategy and Configuration Review

We review your credit policy, process, products, pricing, roles and other best practices in your Small Business, Consumer Direct and/or Indirect Lending portfolios during a multi-day on-site engagement.

For Commercial Lending, we also review credit policy, process, products, pricing, and roles associated with the commercial lending portfolio. In addition, we look at portfolio risk management strategies and leave you with a documented strategy as well as recommended tactical configuration changes.

► Scorecard Management: Evaluation Cutoff Strategy Review

Scoring Fine-tuning—Once you have decisioned 300+ new dollar applications, we analyze the data to determine your actual decisioning practices, allowing you to:

- Calibrate the mid-point of your gray area strategy
- Verify that applications are being decisioned consistently
- Prioritize system configuration changes based on findings

► Scorecard Management: Full Gray Area Strategy

Scoring Fine-tuning—By using scores and appropriate credit policy messages, we analyze your decisioning data to create an auto decisioning strategy that is aligned with your manual process.

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Explore how your institution can maximize your investment in Baker Hill solutions. To learn more, contact your account executive at 800-821-8664 or visit:

www.bakerhill.com

Training Services

► Standard and Custom Training

Empower users with standard or custom training to cover a variety of topics tailored to your needs. Training is offered in multiple formats (on-site, via webinar, or at Baker Hill).

Client Support Services

► Admin-as-a-Service (AaaS)

Let Baker Hill serve as the primary system administrator for your solutions. You submit the database change requests or maintenance items to a dedicated Technical Account Manager (TAM) and we perform the rest, providing you:

- Access to a dedicated TAM to satisfy all maintenance requests
- Regular meetings with Baker Hill Support for updates
- Peace of mind knowing that product experts are reviewing your solution for the most optimal performance
- Savings on internal resources needed to maintain your Baker Hill solutions

Implementation Services

► Document and Reporting Add-ons

We can help streamline processes by integrating with your document preparation systems and developing the needed documents and reports so you can focus on growing and managing your business.

► Data Enrichment Services

Change is constant. Allow us to ensure your Baker Hill solutions leverage all possible data sources as they expand or change. From core conversions, data extractions, or basic database maintenance, Baker Hill's professional services team ensures your data insights are accurate.



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.