

First County Bank streamlines the credit lifecycle while enhancing collaboration with Abrigo LOS

Bank asset size

\$2.3 billion

Product

Loan origination system (LOS)

Results

Cut turnaround time ~33%

The challenge

With a 173-year legacy, First County Bank is deeply rooted in its community. But as the demands of commercial lending grew, its existing systems and manual workflows began to hinder efficiency.

“We needed to get away from paper-based underwriting,” said David Christiansen, Chief Credit Officer at the bank. “We had a platform before that was electronic, but it was really only being used for spreading and kind of a glorified version of Microsoft Word.”

The earlier system lacked integration, data mapping, and automation, forcing the small-but-agile team of five analysts and a credit manager to rely on time-consuming, error-prone processes. Data had to be manually entered, credit memos were built without dynamic content, and much of the reporting was disjointed.

Recognizing this as a growth and efficiency opportunity, the bank’s credit leadership transformed the lending workflow using Abrigo’s loan origination system (LOS).

“We weren’t using all the tools that we could to create a very holistic, very centralized database of information,” Christiansen said. “Your products have really enabled us to do a lot more of that.”

About the financial institution



First County Bank, headquartered in Stamford, Connecticut, for almost 175 years, is an independent mutual community bank with 13 branches across Fairfield County. It offers deposit products, mortgages, wealth management, business banking services, and a full array of digital banking products. First County Bank has more than 220 employees, assets in excess of \$2 billion and is a winner of the Hearst Connecticut Top Workplaces award 2020-2024. Visit the bank’s website at firstcountybank.com to learn more.

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David ChristiansenChief Credit Officer
First County Bank

Implementation and benefits of loan review software

Implementing Abrigo's loan origination system (LOS) gave First County Bank the tools needed to streamline processes across the loan lifecycle, including:

- [Relationship Manager](#) to see deposits, loans, and opportunities on a single dashboard
- [Dynamic Application](#) and a secure, online portal for data and document collection
- [Automated workflows](#) tailored to various loan types to provide step-by-step visibility
- [Custom ticklers](#) to automate annual review tracking and requests for borrower financial documentation.
- [Daily core system integration](#) for consistent loan data
- [Online tax return reader](#) leveraging OCR and quick tax-data imports to extract and analyze financials efficiently
- [Credit memo automation](#) with MS Word integration for collaborative editing and reviewing
- [Third-party integrations](#), including credit pulls via Xactus, within the Abrigo platform

Results across the lending process

Since implementing Abrigo's loan origination system, First County Bank has seen measurable improvements across the lending process.

"It's created efficiencies in almost every facet," Christiansen said. "We've decreased our turnaround times probably by one third."

Credit spreads are produced at "lightspeed," thanks to reduced manual data entry that's aided by the dynamic content flowing from the application to analysis to credit memos. Integrated tax return readers also automate data collection and analysis.

"We're able to cut to the analytical chase," he said. "We can see what the ratios are, see what the changes are from period to period, and know what questions we have to ask our borrowers."

Staff can minimize delays because they are able to spot where loans are getting hung up in the workflow, and automated credit memos can be turned around in days, not weeks.



"When it comes time for me to review the credit memo, I can go into Word and turn on track changes and return my questions, comments, and edits back to the analysts and to the credit manager," he said.

By adapting the mantra, "If it's not in workflow, it never happened," First County encouraged full adoption across personality types and departments, improving accountability and transparency.

The bank also strengthened portfolio management by leveraging LOS ticklers to track and alert staff to annual review deadlines, as well as synchronize borrower financial statement requests with loan administration. Borrowers "love being able to provide information electronically," Christiansen said, "And we no longer have to get the manila envelope full of tax returns and financial statements every year."

First County Bank has improved both consistency and timeliness across the board. "We have been able to eliminate past-due annual reviews from a portfolio management standpoint," Christiansen shared.



Another high-impact benefit has been daily data integration with the bank's core. It ensures everyone works from the same information set—whether they're looking at existing loans, proposed loans, or the allowance for credit losses. "You're getting consistent information across the board," he said. "Once you get it mapped correctly, it's set it and forget it."

This reliable data flow also supports [Connect](#), Abrigo's banking business intelligence environment, which First County is exploring for enhanced executive visibility and performance tracking.

"There's a lot of use for all the data," Christiansen said.

Collaboration on a unified platform

By adopting Abrigo's loan origination system, First County Bank gained a unified platform that connects lending, underwriting, and portfolio management, without sacrificing the collaborative culture that defines their approach to banking.

With faster turnaround times, reduced risk of missed deadlines, and a better borrower experience, the bank is positioned for long-term scalability, operational excellence, and strategic growth.

About Abrigo

Abrigo is a leading technology provider of compliance, credit risk, lending, and asset/liability management solutions that community financial institutions use to manage risk and drive growth. Our software automates key processes—from anti-money laundering to asset/liability management to fraud detection to lending solutions—empowering our customers by addressing their Enterprise Risk Management needs.

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