

Building a foundation for smarter banking: Alpine Bank improves policy access with AskAbrigo

Asset size

\$6.8 billion

Location

Colorado

Product

AskAbrigo

Summary

Alpine Bank sought to improve how employees accessed, interpreted, and acted on complex internal documentation, particularly loan policies. The bank partnered with Abrigo to implement AskAbrigo, an AI-powered banking agent delivering clear, actionable information from institutional knowledge and Abrigo's solutions.

The challenge: Accessible, consistent policy documentation

Like many financial institutions, Alpine Bank struggled with the complexity and accessibility of internal documentation. Critical information was often buried in lengthy policy files, making it difficult for employees—especially newer team members—to quickly find accurate, consistent answers

One key example was the bank's extensive loan policy documentation. As Senior Vice President Lindsay Nash explained, "We have a 400-page loan policy, so being able to have a tool that could easily parse that was a huge draw."

About the financial institution



Alpine Bank is a \$6.8 billion independent, employee-owned organization founded in 1973 with headquarters in Glenwood Springs, Colorado. Alpine Bank employs 890 people and serves 170,000 customers with personal, business, wealth management, mortgage and electronic banking services across Colorado's Western Slope, mountains and Front Range. Alpine Bank has a five-star rating — meaning it has earned a superior performance classification — from BauerFinancial, an independent organization that analyzes and rates the performance of financial institutions in the U.S. Learn more at alpinebank.com.

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Lindsay Nash
Senior Vice President
Alpine Bank

Alpine Bank was aware that broad regulatory uncertainty and a lack of technical expertise have given financial institutions pause when it comes to adopting AI-enabled technology. Many banks and credit unions also cite concerns about whether their data and documents are clean enough for an AI solution such as AskAbrigo to use effectively. But after first seeing the solution at Abrigo's ThinkBIG conference, the Alpine Bank team quickly recognized its potential and moved forward with adoption.

The solution: Simple, clear, assistance with document navigation

Despite being one of AskAbrigo's first users, Nash said it only took one phone call to get the bank's data uploaded and incorporated into the generative AI solution. Implementation was fast and low lift, and Nash's team was able to deploy the solution quickly and realize value immediately. "We just kind of turned it on and it started working," she said.

Training requirements were minimal, with users able to get started almost immediately. This ease of use helped accelerate adoption across the organization.



Once Alpine Bank began using AskAbrigo, the solution helped identify undetected inconsistencies across documents that could have caused confusion and increased operational risk. During early testing, the team discovered conflicting information, prompting a review of their various policy documents. "As we were asking it questions, it was able to tell us that this document said one thing and a different document said another," said Nash. "It pointed out what we needed to clean up."

Creating a single, searchable source of truth

AskAbrigo provides Alpine Bank with a powerful way to unify and access institutional knowledge that was previously difficult to navigate. This centralized access eliminates the need for employees to manually search through multiple sources to find answers.

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Considering the volume and complexity of the documentation financial institutions maintain, this shift also ensures more consistent use of policies across the organization.

The start of an AI journey

Alpine Bank sees AskAbrigo as a foundational step in its broader AI journey. The team is particularly interested in the continued evolution of the AskAbrigo platform, including more advanced agentic capabilities that can further reduce manual effort and improve accuracy.

As AI capabilities expand, Nash expects AskAbrigo to play an increasing role in augmenting employees, streamlining workflows, and driving more consistent, policy-aligned decisions.

