



CASE STUDY



ncino

Established in 2011, nCino was created by bankers and entrepreneurs with a single goal in mind: to streamline the commercial-lending process and make it more efficient for all involved. Through its cloud-based nCino Bank Operating System, the company offers banks a secure end-to-end system that enhances operations such as customer relationship management (CRM), account opening, loan origination, deposit accounts, credit analysis, enterprise content management, and more.

THE CHALLENGE

Unique Cases Required More Control and Flexibility Within Framework

With its complex enterprise architecture, nCino had several supplemental applications feeding data into and out of Salesforce. To accomplish this, the company used a middleware tool called Informatica, which controlled the ETL process. However, nCino wanted to do away with the middleman and create its own framework inside of Salesforce so that it owned the business logic.

In addition to desiring more control over the data-integration software, the diversity of cases nCino took on necessitated flexibility when adding data to its system. The company requested implementations that would enable non-technical users to build applications unique to the cases they were handling, with fields specifically selected for each one.

To achieve this level of flexibility, nCino needed one-off, custom integrations that enabled them to input and track disparate data.

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THE SALTCLICK SOLUTION:

To address the company's concerns, nCino brought on SaltClick to create a customized framework within Salesforce that offers increased control and flexibility. SaltClick leveraged custom apex development to remove the middleware tools nCino was previously using, and then it began replacing those with implementations better suited to the company's needs.

In terms of flexibility, SaltClick implemented UI-based drag-and-drop data-mapping tools into the new Salesforce, which were meant to simplify the application-building process for users who are less tech-savvy.

SaltClick also deployed a customized technical team to oversee the review of nCino's open tech-support cases. This team is being charged with working with nCino on many of its backlogged tasks until it eventually hits its milestones.

CUSTOMER REPORTED RESULTS:

SaltClick's work with nCino is ongoing, but the company has reported promising results thus far. SaltClick's ConsultNet team managed to review nCino's 900 open tech-support tickets in the span of four days, sometimes working late hours to see the task through. For this, nCino praised the company's dedication to the project and its willingness to go the extra mile for its clients.



The company was also impressed by the speed with which SaltClick was able to deploy a customized technical team to assist it with cleaning up its ongoing and continuously changing backlogged tasks. The blended team will remain working with nCino until it reaches its desired milestones.



SaltClick is an award winning IT consulting organization specializing in delivering innovative cloud-based technology Salesforce® solutions to small and medium sized businesses.