





The Deloitte logo is displayed in white on a dark blue background. The background features a stylized world map and various data visualization elements, including a large circular gauge with a classical building icon in the center, and several smaller icons like a shopping cart, a dollar sign, and a gear. Numerical data points are scattered across the map and gauge.

Innovate Service Delivery

“ Efficiency gains from platform management can fuel innovation and enable continuous evolution ”

Challenges you may be facing

-  Difficulty balancing Run-the-Bank (RTB) vs. Change-the-Bank (CTB) priorities
-  Capacity constraints causing delays in delivering new features and enhancements on the nCino platform
-  Lack of insights, automation, and functional and technical teams to scale platform support rapidly
-  Significant cycle time in regression testing during maintenance, enhancements, and upgrade releases

Innovate service delivery and maximize nCino ROI


Operate by Deloitte

By focusing on key operational objectives, Operate by Deloitte for platform management can help maximize your ROI on nCino by establishing an effective service delivery organization. Whether you are going live next month or have been live for years, Deloitte's proven framework to transition, support, and innovate service delivery can help achieve your operational objectives.

Operate by Deloitte provides a:

- Comprehensive solution composed of functional and technical support to **effectively manage between RTB and CTB** requirements.
- Flexible support model with **near-shore and offshore delivery pods to scale capacity** and meet the specific needs of your organization.
- Proven approach to providing day-to-day support and a structured DevOps framework to **manage releases efficiently**.
- Test **automation suite** to cover the depth and breadth of functional and technical capabilities.
- A suite of **automation and processes** to optimize service delivery and help redirect funds to Change-the-Bank Activities.

The Deloitte difference

-  Flexible support models with delivery pods of certified practitioners located globally to deliver results effectively.
-  The right talent, efficient processes, controls, and automation to improve service delivery quality.
-  Structured DevOps methodology and automation to improve platform reliability.
-  Access to industry specialists and more than 245 nCino experienced and certified practitioners.
-  Automated testing of over half of nCino's out-of-the-box functionality.
-  A focus on rapid platform stabilization and continuous improvement to support credit delivery or treasury services.

Ready to learn more?



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Digital banking and transformation is at the heart of nearly every banking engagement Deloitte does. **We have the industry & nCino expertise to deliver on your journey.**

About Deloitte

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