



## Investar Bank Selects nCino to Enhance Customer Experience and Automate Back Office Functions

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### Community bank adopts cloud-based platform as part of digital transformation strategy

WILMINGTON, N.C., Feb. 7, 2019 /PRNewswire/ -- nCino, the worldwide leader in cloud banking, announced today that Louisiana-based Investar Bank has adopted the [nCino Bank Operating System](#) to streamline back office functions and help the Bank deliver a brilliant banking experience to its customers.

After a six-year growth period, during which time Investar Bank's total asset size grew from \$635 million to \$1.8 billion, the Bank recognized the need for a scalable technology solution to replace manual-based workflows and disparate systems in order to better support future growth. Investar Bank selected nCino to help drive efficiencies and customer centricity across its core business consisting of small business and commercial clients.

"Since opening in 2006, Investar Bank has always placed an emphasis on the customer in order to provide a brilliant banking experience," explained Travis Lavergne, EVP and chief credit officer at Investar Bank. "We felt nCino offered the best long-term relationship to support our planned growth and geographic expansion. Their solution provided the best all-around result for our lenders to deliver that experience. By leveraging nCino's technology, our entire team will be better positioned to expend time and resources on relationship-building and true value-added tasks instead of duplicative data entry and manual workflows. Our stakeholders deserve an efficient company that leverages technology and employees to the fullest," continued Lavergne.

With the institution's main objective of providing a streamlined process and best-in-class customer service, Investar Bank saw value in the comprehensive range of features offered by the nCino Bank Operating System, as well as the solution's scalability. The Bank was attracted to the solution's readily available, robust set of pipeline and status reports, which previously required an inordinate amount of time and resources to create. nCino's configurability was also important to Investar, as it will allow the institution to incorporate its own policies, processes and document requirements into an entirely electronic loan process, supporting the Bank's goal to require as few customer touchpoints as possible as it relates to data requests.

"Investar Bank understands the transformative power held by truly innovative technology and we're glad they recognized nCino to be exactly that," said Paul Clarkson, SVP of community and regional financial institutions at nCino. "We're proud to offer Investar Bank the tools they need to achieve their digital transformation and growth initiatives and look forward to continuing to strengthen our relationship."

### About nCino

nCino is the worldwide leader in cloud banking. With its Bank Operating System, built on the Salesforce platform, financial institutions can deliver the speed and digital experience that customers expect, backed by the quality and transparency that bankers need. Follow @nCino or visit [www.ncino.com](http://www.ncino.com).

### About Investar

Investar Holding Corporation, parent company of wholly-owned subsidiary Investar Bank, had total assets of approximately \$1.8 billion as of December 31, 2018. Investar Bank is a full-service community bank headquartered in Baton Rouge, La., offering extensive banking products and services for individuals and businesses for over 12 years. The Bank serves several markets across South Louisiana with 21 branches: the Baton Rouge area (Baton Rouge, Central, Denham Springs, Port Allen, Gonzales, Prairieville, Jackson, Slaughter, St. Francisville, Zachary), Hammond, the Acadiana area (Lafayette, Ville Platte, Mamou, Pine Prairie) and the New Orleans area (Metairie, Elmwood, Mandeville). Equal Housing Lender. Member FDIC. To learn more, visit [www.InvestarBank.com](http://www.InvestarBank.com).

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