



SOUTHSTATE BANK: A WINNING CASE STUDY

SouthState Bank, formerly CenterState Bank, is a rapidly-growing community-oriented financial institution that primarily serves Florida, Georgia, and Alabama. In 2019, Forbes ranked it as the best bank in Florida. Pending approval from regulators, its most recent merger will bring its asset size to \$40 billion. SouthState has completed approximately 30 acquisitions since it was founded in 2000.

WHY SOUTHSTATE CHOSE BANKLABS

When SouthState was around \$5 billion in assets, the bank needed to efficiently scale with a standardized construction process. Frances Mansour-Bergin, Vice President and Construction Loan Administration Manager, said, “We were in need of a modern and mobile approach to improve efficiency and consistency, while simultaneously improving the borrower experience and reducing risk with real-time reporting.”

SouthState Bank chose BankLabs’ Construct as its construction loan automation platform because:

- The mobile system creates efficiencies which significantly speed up the draw process. Builders, borrowers, and inspectors can submit draws and documents electronically and bankers receive notifications to promptly review requests.
- It provides instant visibility and real-time reporting for the bank’s entire construction loan portfolio.
- Construct delivers a standardized process with alerts and risk mitigation tools that aren’t available on spreadsheets.
- The software is cloud-based and designed to scale rapidly. Plus, free training and support is available to users inside and outside the bank.
- BankLab’s founders and leadership are bankers too. They understand the importance of arming in-market, relationship-based bankers with modern mobile tools.

THE IMPACT

Since adopting the platform in 2017, BankLabs Construct helped SouthState grow its construction portfolio significantly and influenced its winning of the prestigious Celent Innovation Award.

**1,800%
INCREASE
IN TOTAL CONSTRUCTION
LENDING**

**CONSTRUCTION LENDING WENT
FROM BEING 2% OF THEIR TOTAL
ASSETS TO BEING 22% OF THEIR
TOTAL ASSETS.**

“Construct has completely automated our loan administration, inspection and draw process, making a highly complex practice very quick and efficient. It has made processing construction loans easy for everyone involved, including the builders and borrowers.”

— FRANCES MANSOUR-BERGIN, SOUTHSTATE BANK —

THE BENEFITS OF CHOOSING BANKLABS



8-12% Increase in Draw Interest



1-Hour to Launch



Risk Mitigation Tools



50% Increase in Efficiency



Mobile Access for all Users



Directly Pay Subcontractors



TO LEARN MORE ABOUT HOW COMMUNITY BANKS WIN WITH CONSTRUCT, VISIT [BANKLABS.COM](https://www.banklabs.com)