

CASE STUDY

Scale Bank Takes a Proactive Approach to Helping Customers Improve Their Cash Flow

THE COMPANY

Founded in 1970, Scale Bank stands as one of the foremost independent banks in the Minneapolis/St. Paul region, enriching the lives of our clients for nearly five decades. What sets Scale apart is its distinctive approach to business banking, transcending mere credit scores and balance sheets. At Scale Bank, their business banking ethos are grounded in the philosophy of Intellectual Capital™, wherein bankers immerse themselves in understanding every facet of a client's business.

The Intellectual Capital formula comprehensively evaluates every facet of a business, encompassing its dynamics, cycles, trends, and the economic landscape of the client's industry. This profound understanding empowers bankers to craft tailored and innovative financial solutions precisely tailored to the client's distinctive requirements. As a result, these relationships flourish and evolve year after year, reflecting the ongoing growth and deepening trust between Scale Bank and its clients.

Scale Bank has a history of long-standing client relationships that is unprecedented; with many clients remaining loyal for over two decades. Scale's pride lies in their deep understanding of their clients' businesses, allowing them to foresee potential challenges even before their clients recognize them. This remarkable track record of client loyalty underscores the effectiveness of their highly personalized Intellectual Capital approach to business banking.

“

*If bankers do not have this knowledge, this sort of thing can keep them up at night worrying.
Knowing our customers are serious about their own credit policies is very comforting
[to a commercial lender].*

”

~ Jeff Campbell, Sr Vice President - Scale Bank

ARGOS RISK

A Benefit for Business Banking Customers

Scale Bank's partnership with Argos Risk provides business banking customers with a proactive, cost-effective, and user-friendly monthly subscription solution. This tool is designed to enhance cash flow, save time, and streamline the entire risk management process; thereby, empowering businesses to efficiently manage their financial risks.

Given Scale Bank's commitment to nurturing close relationships with its customers, they acknowledged the daily challenges many of their business banking clients encountered in managing credit risk. These challenges often involved making crucial credit-based decisions that directly impacted the business health of their companies. Guided by their Intellectual Capital philosophy, Scale Bank resolved to assist its customers by seeking an affordable and efficient solution capable of seamlessly managing the complexities of the credit risk management process.

THE SOLUTION

AR Surveillance™

Scale Bank conducted thorough research and opted to introduce customers to AR Surveillance, aiming to assist them in managing their credit procedures effectively and identifying potential issues prior to engaging in business transactions.

Through AR Surveillance, businesses can enter their customers, suppliers, and competitors into a platform that provides continuous, real-time monitoring of their financial stability and business health. Using a proprietary algorithm, an easy-to-understand score assessment is generated based on the creditor's specified risk tolerance level.

WORKING WITH ARGOS RISK

Scale Bank's customers are able to more effectively monitor the health of those who they do business with by utilizing AR Surveillance and gives them the power to:

- Determine to whom they should sell goods and services
- Exactly how much to sell
- Assist with decisions about credit limits
- Take action through an intuitive, visual dashboard that gives indicator metrics
- Monitor their customer's payment history and tax liens

EXTENDING BENEFITS TO THEIR CUSTOMERS

Scale Bank customers who use AR Surveillance have accrued a wealth of information they did not previously have access. The key takeaways include:

- Realizing they have been too loose with their credit policy
- Monitoring the business health of customers, vendors, and competitors is very beneficial for their business to mitigate risk and succeed
- There is more to the health of a business than just a simple credit score
- This process is necessary and doing this manually would be difficult

Once Scale Bank's business customers harness the power of these insights, they are empowered to establish a formal and structured credit policy for their clients. By integrating AR Surveillance directly into their credit determination process, Scale Bank's business customers can rest assured that they are making well-informed decisions, backed by comprehensive data and analysis.

Contact us for more information at
info@argosrisk.com or sales@argosrisk.com



Bank Customer Testimonial

PGC, a global manufacturer of precision components, credits Scale Bank with providing a solution to their inefficient, time consuming credit risk management process.

PGC sought a streamlined process to assess and distribute credit-related information across various internal stakeholders while also ensuring compliance with regulatory standards. Candy Denny, PGC's Finance/IT Manager, shares her company's journey:

"We have a close relationship with Scale Bank, and we discussed our credit risk management concerns with our banker. We had been searching for a solution that would address all of our needs, but couldn't find one system that embodied all of our requirements."

"They recommended that we meet with their trusted partner, Argos Risk. Scale Bank felt Argos Risk's solution was a match with our needs and would deliver the options we were seeking. We were impressed that Scale Bank was a current Argos Risk client and it was meaningful that they gave Argos Risk their stamp of approval."

PGC convened with Argos Risk and found themselves impressed by the demonstration. AR Surveillance offered the solution they had been diligently seeking, effectively addressing their key requirements.

Denny explained, "The feedback from our team is overwhelming positive and reinforces that we made the right decision in choosing AR Surveillance. The team appreciates the easy-to-read dashboard and comments that the information and visuals, including data that digs beneath the credit scores, are simple to interpret at a glance and don't require a background in credit to understand the information. We no longer have to wade through confusing reports and the time savings are tremendous."

Scale Bank
Edina, MN 55435
952-831-6600
www.scale.bank