

ABOUT THE CUSTOMER

- Location: United Kingdom
- Founded: 1848
- Total Mortgage Assets (2025): £572m
- SBS Solution: Core Mortgage & Savings Suite with SBS Managed Service

HISTORY

Formed in 1848, Scottish Building Society is the oldest remaining building society in the world and, after a merger with Century Building Society in 2013, is the only independent building society in Scotland.

Recently having celebrated its 175th anniversary, Scottish Building Society supports over 33k members, across 6 branch locations in Scotland.

The Challenge:

Scottish Building Society is the longest running customer of the SBP Core Mortgage and Savings Suite, using the back-office suite solutions for several decades.

In recent years, Scottish Building Society was looking for ways to further enhance their internal operations and evolve their operations to offer more digital self-servicing solution to their members.

Previously, they were using an alternative front-end supplier. Having two different providers for their front and back-end operations was a challenge. The society experienced issues with straight through processing and relied on human intervention. They also faced challenges managing their resources through the shifting market.

The Solution:

As Scottish Building Society had a long track record with SBS and felt confident with their service, they chose to migrate to the front-end solution to take a one house operational approach. The consistency of the provider meant that the society could streamline their operations.

As part of a project lasting several years, Scottish Building Society went through a significant upgrade, migrated from an on-premise solution to an SBS managed service in the cloud, and implement the front-end solution. This savings front end journey will include online and mobile banking, which will help to provide customers with a new channel to communicate with the society. Thanks to straight through processing, the society will be able to better manage through fluctuations within the savings market.

The Outcome:

In addition to the additional security, sustainability, speed and resilience gained through the upgrade projects done in partnership with SBS, Scottish Building Society have made some significant achievements. Most notably, doubling in size over 5 years with their 2025 annual report showing 17% growth in one year.

From 2024 to 2025 their mortgage balances grew 7% and over two years their retail savings balances increased nearly £100 million. As a result of their recent growth, their profit before tax has nearly doubled in two years.

Paul Denton, CEO of Scottish Building Society, also noted that they anticipated being able to grow their book of business without having to increase their headcount or administrative costs, especially through the peaks experienced in the savings market. This could potentially keep the headcount of relationship centres down by 50%.



“*We’re looking forward to the future with Scottish Building Society. We, as a proud mutual and as the world’s oldest building society, are looking forward to the next 175 years. We’re still focused on providing great service to our customers and growing for savings and enabling customers to purchase their own homes through mortgages. The future is bright, and we’re delighted to be working with SBS as part of that.*”

*Paul Denton
Chief Executive Officer
Scottish Building Society*



SBS is a global financial technology company that’s helping banks and the financial services industry to reimagine how to operate in an increasingly digital world. SBS is a trusted partner of more than 1,500 financial institutions and large-scale lenders in 80 countries worldwide, including Santander, Société Générale, KCB Bank, Kensington Mortgages, Mercedes-Benz, and Toyota FS. Its cloud platform offers clients a composable architecture to digitize operations, ranging from banking, lending, compliance, to payments, and consumer and asset finance. With 3,400 employees in 50 offices, SBS is recognized as a Top 10 European Fintech company by IDC and as a leader in Omdia’s Universe: Digital Banking Platforms. SBS is headquartered in Paris, France.

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