



Newbury
Building Society

ABOUT THE CUSTOMER

- Location: United Kingdom
- Founded: 1856
- Total Mortgage Assets (2024): £1.36 billion
- Total Savings Balances (2024) £1.45 billion
- SBS Solution: Core Mortgage & Savings Suite with companion mobile app and managed service

HISTORY

Initially established in 1856 as 'The Newbury Permanent Benefit Building and Investment Society', Newbury Building Society provides mortgages and savings products for its members. The Society serves over 76,000 members across 10 branches located in Berkshire, Hampshire, and Oxfordshire.

Newbury is the only building Society to hold distinction level accreditation from the Institute of Customer Service and recently won two British Bank Awards – Best Building Society and Best Savings Provider.

The Challenge:

Newbury Building Society has been a customer of SBS using the back-end servicing solution for over a decade. As technology was changing and new challengers entered the market, Newbury looked for ways to keep up to date with market trends and competition while offering competitive rates despite the volatility of the UK interest rates in the years that followed the COVID-19 pandemic.

In addition to this, Newbury were investigating new ways to improve member engagement channels and offer new self-service options to those who were keen to manage their accounts digitally. However, Newbury were keen to see an investment in change by the provider they chose to support them on this digital transformation and wanted to contribute to change and have a good understanding of the roadmap ahead of them.

The Solution:

Newbury Building Society started on a digital transformation journey by first updating their back-end system to the latest version. After this project was complete, the Society worked with SBS to integrate an updated version of the front-end mortgage broker and savings solution, followed by the launch of the mobile app which took 1 month to integrate. The systems all integrate with the myaccounts online services that their members know and trust.

With SBS, collaboration is key to success. During a recent interview Darren Garner, Chief Financial Officer of Newbury Building Society, noted that the Society felt they had a strong relationship with SBS, who understood their business needs, built up over many years, projects, and upgrades. The Society continues to take a collaborative approach to map out new system functionality to ensure that it evolves in line with the needs of members in mind.

Part of this collaboration includes the development of the new SBS digital branch platform and product uploader, which will help Newbury transform their branch network and deliver a modern, intuitive system that enhances the member and colleague experience. This collaboration has taken place through a series of structured workshops and user journey mapping

sessions, which have helped give building societies a voice in prioritising key capabilities such as real-time account opening, streamlining inquiry handling, and efficient document management.

The Outcome:

Newbury Building Society were the first SBS UK client to launch the companion consumer mobile app and within the first few months saw over 3,000 downloads from their member base.

The upgrade meant that internal processes saw an improvement in their average application to offer days. This was achieved thanks to a bespoke enhancement which enables brokers to proceed directly to application which aligned with their strategic objectives and delivered an improved user journey

Recently, Newbury has gone live with a new global payments initiative project with SBS, leveraging the agile delivery method, which has been shown to be highly effectively and enabled tighter integration between teams. The outcome of this project will enable members to seamlessly deposit funds into their accounts while remaining within the Newbury Digital journey to enhance convenience and offer continuity of the experience.



“*The collaborative approach has ensured that Newbury specific requirements are embedded early in the design phase, positioning us to adopt a more standardised and scalable solution.*”

*Darren Garner
Chief Financial Officer
Newbury 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, Societ  Generale, 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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