

# Driving Transformation at V12 Vehicle Finance, a Secure Trust Bank Company

V12 Vehicle Finance implements SnapLogic's self-service integration platform to accelerate transformation and growth



## Improved

user productivity, process efficiency, and time to value

## Automated

full payment processing mechanism

## Integrated

multiple applications, systems, and workflows

### HEADQUARTERS

Solihull, UK

### INDUSTRY

Retail Bank & Vehicle Financing

### EMPLOYEES

700+ at Secure Trust Bank

### CHALLENGES

- Needed a modern, cloud-based integration platform to support ambitious growth plans
- Previous manual, code-intensive integration required too much time and resources
- Needed to transform IT infrastructure to ensure front- and back-end systems were modern, agile, and future-proof

### RESULTS

- Automated repetitive, manual tasks and freed up skilled IT team to focus on higher-value projects
- Achieved significant savings due to improved user productivity, process efficiency, and time to value
- Automated full payment processing mechanism which previously involved many steps, and consumed a number of manual hours
- New projects reached the market more quickly and with more effectiveness
- Internal IT team learned and was productive quickly with the SnapLogic platform

### APPLICATIONS INTEGRATED

Salesforce, Oracle, CALMS—for retail finance

## Secure Trust Bank and V12 Vehicle Finance Backstory

Secure Trust Bank is an award-winning retail bank that provides transparent banking to over a million customers across the UK. Founded in 1952 in the West Midlands, it has offices located in Solihull, London, Manchester, Cardiff, and Rotherham.

V12 Vehicle Finance, part of the Secure Trust Bank family, is a comprehensive, used vehicle proposition that's unique to the industry. With a powerful hub of products and technology-led partners, the company makes it easy for car dealers to source, buy, sell, and finance used vehicles.

## The Challenge

In 2018, V12 Vehicle Finance began a significant transformation to support ambitious growth plans over the next five years. A key aspect of this was the implementation of a new IT infrastructure to ensure the front- and back-end systems were modern, agile, and future-proof.

To support new business opportunities, V12 Vehicle Finance needed to automate repetitive, manual tasks to free up the time of its skilled IT team so they could focus on higher-value projects. The team also needed to move away from the older legacy systems that were holding them back. Having previously tried to make these changes, both in-house and using a software provider, with lackluster results, V12 Vehicle Finance required a modern iPaaS solution that was cloud-based, feature-rich, enterprise-grade, and importantly, easy for employees to understand and use.

## The Solution

When it came to finding the right iPaaS solution, V12 Vehicle Finance needed an intuitive, self-service platform such that its existing IT team, some without previous integration experience, could learn the system and be productive quickly. V12 Vehicle Finance had previously relied on hard-to-use legacy integration systems that made it challenging for its team to bring together, access, and analyze real-time business data as a result.

By implementing the SnapLogic Intelligent Integration Platform, the organization was able to successfully integrate multiple applications, systems, and workflows easily and effectively, allowing for vast amounts of data from many different sources to be brought together seamlessly and made readily available for wider business decisions. In addition, the platform enabled key back-end processes to be automated, allowing its IT team to pursue tasks critical to the business.

Tommy Haywood, Transformation Manager - Motor Finance, commented: "When we started to look into the market for an integration platform, it was apparent that other software providers didn't understand our business challenges and what we were looking to achieve. SnapLogic understood our vision immediately."

Haywood continued: "SnapLogic's Intelligent Integration Platform is easy to work with and understand. We didn't want to have to train or hire new engineers, and the platform's easy-to-use interface meant that it has quickly been picked up by our internal IT team."



SnapLogic understood our vision immediately. We have a continuous improvement plan in place that we are working towards across all of Secure Trust Bank, and SnapLogic will play a key role as we look to automate additional processes, drive further efficiency savings, and expand our use of the platform."

**TOMMY HAYWOOD**  
Transformation Manager,  
Motor Finance

Using the intelligent integration platform, V12 Vehicle Finance has already achieved significant savings due to improved efficiency and time to value, with projects reaching the market quicker and previously unreliable, manual processes being automated to ensure accuracy and effectiveness.

"All of our expectations have not only been met, but exceeded, and we have been fully supported throughout by the SnapLogic team," said Haywood.

SnapLogic powers the automated enterprise. The company's self-service, AI-powered integration platform helps organizations connect applications and data sources, automate common workflows and business processes, and deliver exceptional experiences for customers, partners, and employees. Thousands of enterprises around the world rely on the SnapLogic platform to integrate, automate, and transform their business. Learn more at [snaplogic.com](https://snaplogic.com).