

How Cambridge Building Society transformed intermediary management with Finova's Intermediary Manager



Read how The Cambridge Building Society enhanced its intermediary management with Finova's Intermediary Manager—simplifying compliance, centralising data, and optimising engagement strategies for improved business growth.

Streamlined intermediary management

Reducing reliance on spreadsheets and manual processes

Improved compliance monitoring

Ensuring up-to-date registration and regulatory adherence

Enhanced business insights

Enabling targeted outreach and business reactivation

Introduction

The Cambridge Building Society (The Cambridge) is an independent mutual society that has been serving its local community since 1850. With a commitment to supporting homeownership, The Cambridge offers mortgage products throughout England and Wales, both directly and via intermediary partners, while also providing savings products nationwide.

“Using the system, we were able to identify some brokers who had stopped submitting business and reactivate them.”

- Nick Warner, Programme Manager at The Cambridge Building Society

The challenge

Before partnering with Finova, The Cambridge faced several operational challenges in managing its intermediaries:

- **Manual processes:** Many intermediary management tasks relied on spreadsheets and lacked system integration, leading to inefficiencies.
- **Compliance monitoring:** Ensuring up-to-date registration and compliance checks required a more structured and auditable system.
- **Data fragmentation:** No centralised database existed for intermediary contacts, business levels, and engagement history.
- **Limited market insights:** The team lacked real-time business intelligence to identify trends and optimise intermediary relationships.



“Intermediary Manager has allowed us to have a joined-up approach to managing ongoing relationships with intermediaries from initial registration. Real-time data adds another layer, enabling business levels to be viewed at multiple levels, supporting conversations about future potential business.”

- Kathy Bowes, Intermediary Manager at The Cambridge Building Society

The solution

To overcome these challenges, The Cambridge adopted Finova's Intermediary Manager (IM), which integrates seamlessly into its core system. This implementation provided:

- **Real-time compliance & registration tracking:** Automating compliance checks to ensure up-to-date regulatory adherence.
- **Centralised contact management:** Creating a single source of truth for all intermediary interactions.
- **Business performance insights:** Enabling visibility into business activity at the individual, firm, or network level.

The results

Since implementing Intermediary Manager, The Cambridge has seen remarkable improvements:



Operational efficiency

Administrative tasks reduced by 50%, allowing staff to focus on relationship building.



Proactive broker engagement

The system identified inactive brokers, leading to targeted outreach and reactivation of business.



Enhanced compliance & auditability

Real-time data ensures that compliance checks are continuously met and easily reportable.

Through its partnership with Finova, The Cambridge continues to refine its intermediary management strategies, ensuring a scalable and future-proof solution that meets the evolving needs of the mortgage industry.

Drive efficiency with Finova

See how our flexible and scalable solutions can support your lending goals.

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