



Understanding
Enterprise
Technology
Implementation
for CRE Lenders

Enterprise software implementation can be a significant undertaking for community commercial real estate (CRE) lenders, with many important architectural decisions shaping the performance, scalability, and cost of the system. Traditional systems often require extensive resources, including time, budget, and IT support, which many smaller institutions lack. Understanding these architectural choices is critical for making informed purchasing decisions and ensuring successful implementation.

# Multi-tenant vs. Single-tenant Architecture

#### **Multi-Tenant**

In a multi-tenant architecture, multiple clients (or tenants) share the same cloud infrastructure while keeping their data isolated. This model is cost-effective, as resources are shared, and updates or improvements are applied to all tenants simultaneously. It also allows for more rapid updates and reduced operational overhead.

#### Single-Tenant

A single-tenant system, on the other hand, provides each client with their own cloud instance of the software, offering greater control and customization options. However, this comes at a higher cost, as the infrastructure and maintenance are dedicated to one organization. Updates are also typically slower and more resource-intensive.

#### Why it matters

Choosing between multi-tenant and single-tenant architecture directly impacts security, control, and customization. Single-tenant architecture, which Blooma uses, offers the highest level of data security because each client's data is stored in a dedicated environment. In this model, data segregation is physical, making it impossible for data to be shared across clients. While it comes with higher costs, it ensures greater control and security. In contrast, multi-tenant systems rely on software-based (logical) controls to segregate data, which can be less secure in highly sensitive environments.

# On-Premises vs. Cloud-Based Solutions

#### **On-Premises**

On-premises systems are hosted locally on an organization's infrastructure, giving the business full control over data, security, and software management. However, this model requires substantial IT resources for ongoing maintenance, security updates, and scalability.

#### Cloud-Based

Cloud-based systems are hosted on external servers managed by a third-party provider, offering more flexibility and scalability with lower upfront costs. These systems can easily scale as a business grows and adapt more readily to changing needs, all while reducing the burden on internal IT teams.

#### Why it matters

The decision between on-premises and cloud-based solutions impacts not just scalability and flexibility, but also how your organization manages costs. Cloud-based systems provide scalability and lower IT overhead, making them attractive for CRE lenders looking to grow and adapt quickly. Additionally, cloud services are typically treated as operating expenses (OpEx) since they involve subscription fees rather than large upfront investments.

In contrast, on-premises systems require significant capital expenditures (CapEx) for hardware and infrastructure, resulting in a larger initial investment. While onpremises systems may offer more control, they come with higher long-term maintenance costs, and organizations must also allocate resources for ongoing upgrades and security. For many organizations, this makes the cloud a more costeffective, scalable, and adaptable option over time.

### SaaS vs. Custom Software

When implementing enterprise software, one of the most important decisions is whether to buy a SaaS (Software as a Service) solution or build a custom software system from scratch. Each approach comes with its own set of benefits and challenges.

**SaaS (Buy):** SaaS solutions, like Blooma, provide ready-to-use platforms that are continuously updated and maintained by the provider. These systems typically have lower upfront costs and offer faster time-to-value since they require minimal customization to start using. SaaS also provides scalability and flexibility, allowing businesses to grow without needing to worry about underlying infrastructure or maintenance.

**Custom Software (Build):** Building custom software offers the advantage of a fully tailored solution that can meet highly specific needs. However, the process is time-consuming and expensive, requiring in-house or contracted development resources. Custom software also involves ongoing maintenance, upgrades, and troubleshooting, which increases the long-term costs.

#### Why it matters

Choosing between SaaS and custom software (build vs. buy) impacts the time, cost, and scalability of your software solution. SaaS platforms provide rapid deployment, ongoing updates, and lower IT overhead, making them ideal for CRE lenders who want to get up and running quickly with minimal operational burden. Custom software, while fully customizable, often comes with longer timelines and higher long-term costs for maintenance and upgrades. For most organizations, especially those looking to scale and adapt quickly, SaaS is the more agile and cost-effective choice.

# Why These Concepts Matter for Enterprise Software Purchasing and Implementation

When selecting enterprise software, these architectural choices directly impact implementation time, cost, and long-term success. Multi-tenant architectures offer rapid updates and reduced costs, while cloud-based solutions provide scalability and ease of maintenance. Microservices allow organizations to adapt and grow incrementally without disrupting business operations, whereas monolithic systems can become bottlenecks as needs evolve.

Understanding the differences between these approaches helps CRE lenders make informed decisions, choosing a platform that aligns with their growth goals, operational complexity, and IT resources.

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McKinsey, 2022

9-18

months is the typical timeline for implementations at medium to large businesses

<u>Ultra Consultants, 2023</u>

#### Common Challenges in Traditional Implementations

Many CRE lenders have experienced the difficulties associated with enterprise software implementation. Research shows that <u>70% of large-scale transformation projects fail to meet their original goals</u>, and these implementations often take <u>9</u> to 18 months for medium to large businesses.

#### Some of the most common challenges include:

**Extended timelines:** Deployment periods that last months or even years, causing significant operational disruption.

**Resource drain:** Implementations often require dedicated internal teams, pulling resources away from core business functions.

**Budget overruns:** Hidden costs for customization, training, and ongoing support can escalate the overall investment.

**Resistance to adoption:** Employees accustomed to legacy systems often resist new technology, resulting in lower adoption rates and diminished ROI.

#### THE SHIFT TO SHORTER, FASTER IMPLEMENTATIONS

The enterprise software landscape has evolved. Lenders today are seeking faster, more efficient implementations that allow them to see immediate value without the long lead times of traditional platforms. Blooma was designed with this in mind, offering an alternative to the cumbersome, resource-heavy implementation cycles lenders often face.

# How Blooma's Technology Encourages Efficiency, Agility, Scale, and Security

Blooma stands apart by delivering a platform that is efficient, agile, scalable, and secure, specifically built for the needs of CRE lenders.

Let's dive in.



# Rapid Deployment for Quick Value

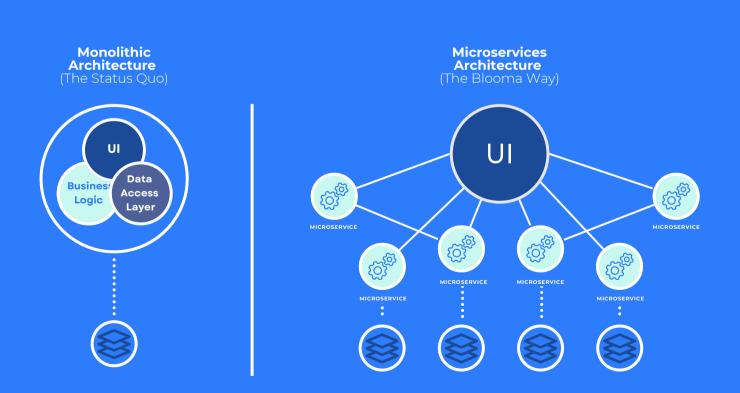
Blooma offers out-of-the-box functionality that allows lenders to start using the platform within days, not months. This immediate deployment means you can begin leveraging the system's core capabilities while working on necessary customizations over time.

- **Immediate Access:** The platform is ready to go out of the box, allowing lenders to start using essential features as soon as they gain access.
- Out-of-the-box templates: Get started quickly with configurable lending profiles and templates designed for immediate use. These features provide a strong foundation to start with while customizations are developed.
- Customizations in 45 Days: While the core system is operational immediately, onboarding—including template customization, scoring adjustments, and comp configuration—is generally completed within 45 days. During this phase, your dedicated Client Experience (CX) representative will work closely with you to refine the system to meet your unique business needs.
- Portfolio Data Integration in 60 Days: Bringing in portfolio data and completing the data configuration typically takes 60 days, enabling a more comprehensive use of the platform's capabilities.
- **ROI in 90 days:** With proper adoption, many institutions start seeing returns on investment within 90 days, a significant reduction compared to traditional systems.

# Built for Agility and Flexibility

Blooma's microservices architecture allows for continuous updates and seamless integrations without disrupting your workflows. Unlike traditional monolithic systems, which require heavy patching and downtime, Blooma's modular design ensures agility.

- **Modular microservices architecture:** Individual components can be updated independently, so you're always using the latest features without system downtime.
- Partnership-first approach: Blooma integrates seamlessly with your existing partners or can build relationships with new partners to meet your needs. If your current systems aren't yet part of Blooma's network, we prioritize building those connections to add value for both current and future clients.



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## Security & Compliance at the Core

Security is a top priority for CRE lenders, and Blooma was designed with a multi-layered security framework that ensures data privacy and protection. Blooma is fully compliant with industry standards for data protection, ensuring that sensitive financial data is safeguarded at all times.



#### **SEAMLESS SECURITY UPDATES**

Thanks to Blooma's microservices architecture, security patches and updates can be rolled out quickly and efficiently without disrupting your operations.

In today's rapidly shifting financial landscape, CRE lenders face growing complexity in balancing regulatory demands, market volatility, and the need for operational efficiency. Choosing the right technology is no small task—especially when the pressure to innovate collides with the realities of budget constraints, legacy systems, and the inherent risks of new software implementations. Traditional enterprise solutions often come with long timelines, high costs, and the risk of inadequate returns.

Blooma's product strategy is designed to address these challenges head-on. By offering a scalable, adaptable platform that integrates quickly and evolves with your institution, Blooma helps lenders manage these competing priorities more effectively. **Immediate access to core features** allows teams to hit the ground running, while our **phased onboarding process** and **modular architecture** ensure that the platform is continuously refined to meet the specific needs of each lender. This approach reduces the friction often associated with large-scale tech adoption, offering a clear path to value within a condensed timeframe.

As CRE lenders navigate the complexities of today's environment, Blooma provides a technology solution that isn't just about keeping up—it's about staying ahead. By solving for the key issues of scalability, adaptability, and data security, Blooma empowers lenders to make smarter, faster decisions, ensuring that technology serves as an asset, not a hindrance, in their growth journey.

#### READY TO LEARN MORE?

Reach out to *info@blooma.ai* to discover how Blooma can help your institution transform, grow, and thrive in today's fast-paced market.





#### **ABOUT BLOOMA**

Blooma is redefining commercial real estate intelligence by empowering lenders with Al-driven tools that streamline origination, portfolio management, and underwriting. With a focus on delivering real-time insights and automation, Blooma helps financial institutions scale faster and more efficiently.