

U.S. BANK



<p>INITIATIVE</p>	<p>Transforming the Treasury Management Portal</p>
<p>AWARD</p>	<p>Celent Model Bank 2026 for Cash Management</p>
<p>EXECUTIVE SUMMARY</p>	<p>SinglePoint™ is U.S. Bank’s online treasury management platform serving more than 45,000 business clients and providing access to nearly 40 treasury and payment solutions.</p> <p>In October 2025, U.S. Bank rolled out the next generation of SinglePoint, a client-inspired, intuitive and efficient treasury management platform designed for businesses of all sizes.</p> <p>This case study details the opportunity and the approach U.S. Bank took to envision, design, build and deploy SinglePoint to commercial, corporate and business banking clients.</p> <p>Complicating the initiative, the program also had to accommodate the integration of clients and users from MUFU Union Bank that was acquired by U.S. Bank in 2022.</p> <p>The result is a modern experience built on an advanced technology architecture designed for future agility, that elevates the new SinglePoint among leading corporate digital platforms.</p>
<p>KEY BENEFITS</p>	<ul style="list-style-type: none"> • An average of 92% of clients use SinglePoint’s self-service tools • Digital onboarding results in 11,500 hours saved per week • Fully upgraded client CSAT: 76.9% • 434,000 hours saved by back-office teams to date
<p>KEY VENDORS</p>	<p>Internally developed using API microservices, micro-frontends, and Kubernetes for scalable/flexible deployment</p>
<p>READ MORE</p>	<p>Visit Celent.com to learn more about this initiative.</p>

Source: U.S. Bank, Celent