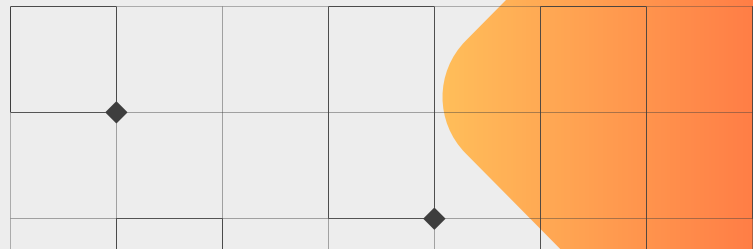




A Major Private Credit SaaS Platform

Case Study



Client background

A SaaS leader in private lending sought to expand into the private credit sector by modernizing how lenders evaluate complex corporate loans. Traditionally, each opportunity required a team of three underwriters to spend 4–6 weeks manually reviewing a vast mix of borrower, guarantor, and company documents ranging from personal financials and bank statements to org charts, tax returns, insurance certificates, debt schedules, and pro formas before assembling a standardized loan memo.

This time-intensive, document-driven process was the primary bottleneck limiting scale, speed, and consistency across the underwriting operation.

The problem



Private credit lenders relied on manual review of hundreds of unstructured PDFs, spreadsheets, and legal documents, taking teams of three underwriters 4–6 weeks per deal.



The process severely limited how many opportunities could be evaluated while making it nearly impossible to maintain consistent diligence and audit standards at scale.



As deal volume grew, risk increased and speed dropped, with no reliable way to trace data back to its source or ensure underwriting consistency.

Additional Constraints

The client had no prior experience in the private credit sector, creating uncertainty around where to start and how to validate the opportunity. XTAM partnered closely through the discovery and design phases, helping identify and onboard design-partner lenders as part of the go-to-market strategy.

This collaborative approach not only accelerated market learning but also built internal sponsorship and executive confidence, ultimately giving the client the conviction to pursue what became a transformative new business line.

What We Did

DISCOVERY & SOURCING

- Partnered With The Client's Product And Underwriting Teams To Interview Potential Lenders And Define The Right Wedge Into The Private Credit Market.
- Cataloged Diligence Questions Across Finance/Accounting, Business/Management, Legal/Compliance, Underwriting/Servicing, And Technology/Infosec — Linking Each To Its Corresponding Source Documents (E.G., AR/AP Agings, Bank Statements, Debt Schedules, Org Charts, Insurance Certificates, UCC Filings, SOC/ISO Audits).
- Designed Document Ingestion And Tagging Processes So The AI Could Understand Document Scope, Relationships, And Context For Each Deal.

ARCHITECTURE BUILD OUT

- Developed A Secure, GCP-Hosted AI Pipeline For Document Retrieval, OCR, Classification, And Structured Extraction, Segmented By Diligence Category.
- Built REST APIs Returning Structured Answers With Confidence Scores And Source Citations Down To The Page Level, Flagging Low-Confidence Fields For Human Review.
- Delivered An Embeddable Conversational Co-Pilot API, Allowing Underwriters To Query The AI Directly (E.G., "Show AR Over 60 Days For April" Or "Where Did We Get Guarantor Net Worth?") And Cross-Reference Across Document Categories.
- Implemented Conversation Logging Per Opportunity To Maintain Audit Trails, Support Compliance, And Enable Continuous Model Improvement.

PILOT & ROLL OUT

- Provided White-Glove Support Through The First 10 Loan Memos, Refining Parsing, Field Mappings, And Exception Workflows.
- Supplied API Documentation, An Onboarding Run-Book, Partnered With The Private Credit's Front End Development Team To Implement The APIs, And A Recommended Salesforce Integration Architecture, Ensuring Salesforce Remained The Single Pane Of Glass.
- Maintained A Clear Division Of Responsibilities — Client Owned UI, Authentication, And Approvals, While XTAM Focused On AI Reliability And Performance.
- Trained The Client's Development Team To Manage And Extend The AI Infrastructure Long-Term, Building Internal Capability And Ownership.

“ We made a big bet with XTAM and it's worth every penny. This will be transformational for our industry. ”

— Private Credit CEO

Contact Us

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Timeline of Results

Day 30

- Conducted in-depth customer interviews to validate key underwriting pain points and identify the highest-value automation opportunities.
- Built a clickable prototype to showcase the end-to-end experience — from document upload to AI-generated memo preview — helping secure early executive sponsorship.
- Recruited design-partner lenders to pilot the solution and co-develop the MVP ahead of broader market rollout.

Day 60

- Launched a live demo with the first design partner, enabling real-time feedback on document processing accuracy, workflow integration, and user experience.
- Drove rapid iteration cycles based on partner input, continuously refining extraction precision, conversational capabilities, and API performance on the path to general availability.
- Collaborated with the go-to-market team to expand the design-partner program, formalize onboarding materials, and shape the commercialization strategy for broader rollout.

Companies We've Built



Why XTAM

Proven Track Record

Multiple successful transformations and exits across SaaS, EdTech, enterprise software, and consumer tech.



Deep AI Expertise

10+ years deploying machine learning solutions even before AI went mainstream gives us an edge in knowing what works, what doesn't, and how to execute quickly.



End-To-End Approach

We combine strategic advisory, engineering execution, and product innovation under one roof ensuring accountability, speed, and ROI.



Flexible Structures

We meet partners where they are—whether that means a straightforward consulting engagement or an equity-based deal for deeper, long-term collaboration.



Contact Us