Northern Bank

Member FDIC | Equal Housing Lender

Woburn, MA

$3.2B in Assets

One Vertical at a Time

How Northern Bank Scaled With ZEscrow

$9.9M	870 hours	$78,000+	4X
Commercial Deposits	Staff Time Saved	Cost Savings	Commercial Client Growth

*ZEscrow results since launch

The Catalyst

Northern Bank wasn't looking for a new project; the team was looking for a better way to say yes to clients.

When a property management client asked about digital escrow sub-accounting, the bank listened. What followed was an honest look at a paper-heavy, manual process and an opportunity to identify a more scalable client experience.

The Platform

Northern Bank implemented ZEscrow, initially focused on property management and later expanded into additional commercial verticals.

With ZEscrow, the bank was able to:

- Eliminate manual paper-passing between the bank and their clients
- Provide clients with real-time visibility and self-service SSO access
- Automate subaccount openings
- Created a foundation to expand capabilities without rebuilding infrastructure

The Growth Journey

Northern Bank didn't try to do everything at once. The team started with a focused use case, proved the value quickly, then began expanding one vertical at a time.

Property Management
Scaled to 1,800+ subaccounts, and clients that had previously moved business elsewhere returned to the bank.

1031 Exchanges
Grew from 1 to 18 subaccounts between January and March 2026.

New Commercial Verticals
ZEscrow is ready to support expansion into funeral homes, municipalities, nonprofits, and other commercial segments.

"You're almost a reflection of us: Big bank capabilities, small bank atmosphere. We saw the traction, we saw the roadmap items being delivered. And I know people across ZSuite that I've never directly interacted with because the introductions never stop."

Sean Cullinane, Head of Product, VP
Northern Bank

The Real Savings

Using a conservative estimate of 15 minutes saved per subaccount opening and $1.91 less in monthly fees per subaccount, **Northern Bank calculated 870 staff hours returned and more than $78,000 in documented savings.**

Beyond the tracked numbers, the real-time API integration eliminated manual override steps in the deposit ledger entirely. **The result: Northern Bank has scaled to 1,800+ subaccounts across 68 clients.**

What once would have required additional staff now runs on the same team because ZEscrow absorbed the operational burden.

The Takeaway

Northern Bank shows how a community bank can start with a focused client need, prove value quickly, and scale deliberately. The result is **$78,723 in documented cost savings, 213% deposit growth,** and expansion from property management into 1031 exchanges with more growth on the horizon.

With ZEscrow and ZRent, **Northern Bank delivers the service feel of a local bank and the capabilities of a much larger institution.**