PLAYING BY THE BOOK, SCORING HOME RUNS

Automating processes resulting in $1.5 million in savings.

Infosys®
BPM

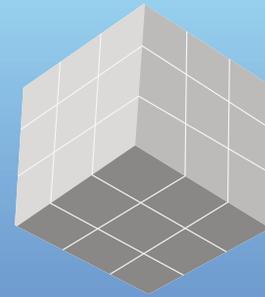The client is a US-based mortgage special servicer.

CHALLENGES

**The client confronted several headwinds in its operations, including:**

- Long onboarding time of 10-15 days
- Redundant process steps across audits
- High average handling time (AHT) of 58 minutes for processing mortgage servicing requests

SOLUTIONS

Infosys BPM automated the client's lending processes through:

▸ Consolidation of multiple fragmented audits to eliminate redundant checks

▸ Automation of rule-based, repetitive tasks in loan onboarding process

▸ AI-based OCR extraction of vital information from loan documents and validation of the same against key databases for audit compliance
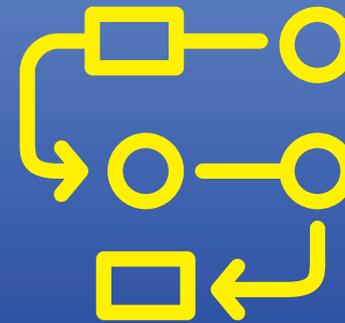
BENEFITS

Infosys BPM helped the client to:

▸ Meet statutory timelines from 60 days to 30 days

▸ Scale operations by 3x

▸ Reduce efforts in loan onboarding process by 30%

$1.5 Mn
savings over 18 months

100%
audit compliance

3x
jump in agent productivity

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