

Digitizing the Value Chain for a Large Us-based Mortgage Service Provider



Challenges

- The client processes 620,000 loans with a portfolio size of close to ~\$110 billion in unpaid principal balance (UPB).
- Time taken for processing and compliance were too high
- Data validation was required within the first 60 days of onboarding a loan
- Lack of digital touch points slowed down portfolio growth.
- Absence of a digital high-touch core business processes to accelerate the speed of acquisition



Solution

Approach

A total of 9 mortgage use cases were developed on the Nia platform with automation, ML and AI

- Enhanced OCR: for loan audits
- AI engine: algorithmic processing with self-learning
- Dynamic workflows: scalable for different outcomes

Result

- \$8.67 billion worth of unpaid principal balance was on boarded with 78,000 loans in one instance in just 36 days; 24 days ahead of the regulatory deadline
- 90% faster audit times for loans with automation from 124 minutes per case down to 12 minutes per case
- 50-60% benefit in costs of boarding/ servicing with ~2x to 3x capacity amplification



\$8.67 billion
worth of unpaid principal balance (UPB) on boarded



90% Faster
Audit time for loans with automation



50-60%
Benefit in costs of boarding/ servicing with ~2x to 3x capacity amplification