

# Streamlining the Loan Boarding Process for a Leading US Mortgage Special Servicer with Automation

Client is a top 5 US mortgage special servicer for residential mortgages with servicing portfolio ~80 Bn



## Challenges

**Compliance to the 60 day onboarding timeline and 100% compliance to audit requirements were the key asks that Infosys was mandated to help the bank with in its consumer lending space.**

**Transformation was thus targeted at two key areas:**

- Improve onboarding timelines by reducing AHT
- Adhere to regulatory compliance



## Solution

**Re-engineering** : 17 audits consolidated into 1, this consolidation of multiple audits helped eliminate 100 duplicate and redundant checkpoints

**Automation** of the loan boarding process with the use of our **Data Extraction and Enrichment Platform (DEEP)** eliminating effort spent on rule based and repetitive tasks.

Extraction of critical information from the loan document and verification with data and source system to conform to **audit requirements**

### Benefits Delivered

- \$1.5 M Saving in 18 months
- USD 50+ Billion, in UPB 200,000+ Loans, 70M+ Loan Docs, 49M+ Fields Processed Yearly
- Reduced AHT - 60 mins to 20 mins per loan
- Ability to scale operations by 3X – Productivity of an agent increased 3 folds
- 100% compliance to audit requirements



**1.5M**  
Savings in  
18 months



**1 year**  
Time taken for new  
business to go-live



**40-60%**  
Efficiencies, controls  
and compliance