

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