

Transforming the Mortgage Lending Experience for a Leading US Bank

The client is leading provider of mortgage and consumer loans in mid-east US with assets worth around \$180 billion.



Challenges

The key challenges that Infosys was mandated to help the bank with in its consumer lending space.

- Reducing high **cycle time** (~41 days end to end)
- Improving low pull through rates
- Improving **Customer satisfaction scores**

Transformation was thus targeted at two key areas:

- Optimize staff cost base
- Improve revenue opportunities & customer experience



Solution

Re-engineering of underwriting & loan closing process through parallel processing, reduction of manual assignments & queue monitoring

Digital Solutions like Rapid automation & other technology interventions to increase STP

Org Model Optimization contact center teams for better customer experience resulting in increased productivity Offshoring opportunity identification across the value chain

Benefits Delivered

- \$0.5 Billion in estimated incremental business
- \$ 2 Million + in Annual savings
- 23% lower staff costs over 4 years
- 23 day reduction in cycle time
- Acceptance and booking ration increased by 10%
- Pull through rates increased by 9%



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