

BANKING ON SPEED FOR CUSTOMER DELIGHT

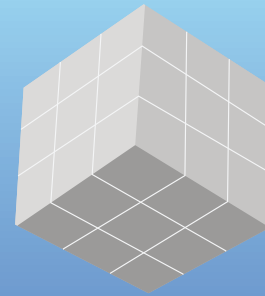
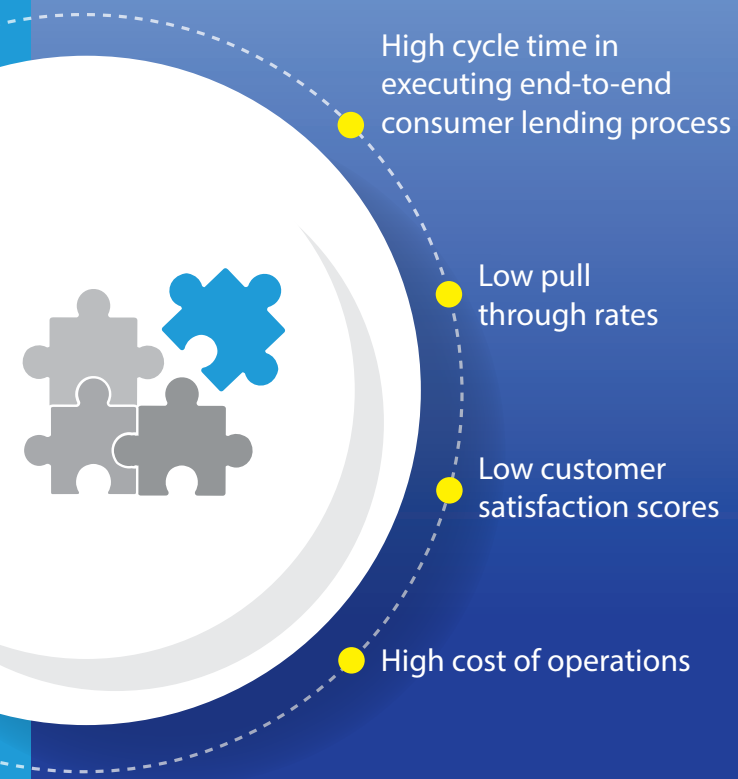
Improvement in annual savings and rise in incremental business.



A top US retail bank, with almost \$460 billion in assets and specialising in consumer loans, remodeled their lending business to expedite credit disbursement and boost customer satisfaction.

CHALLENGES

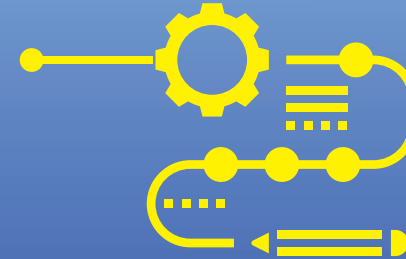
The client faced the following challenges:



SOLUTIONS

Infosys BPM re-engineered the bank's lending business processes through:

- ▶ Parallel processing and queue monitoring of underwriting and loan closing workflows
- ▶ Rapid automation and other digital solutions to expedite straight through processing (STP)
- ▶ Optimisation of contact centre teams to boost productivity and enhance customer experience



BENEFITS

Infosys BPM helped the client by:



- ▶ Reducing cycle time from 41 to 27 days
- ▶ Increasing pull through rates by 9%
- ▶ Improving acceptance and booking ratio by 10%
- ▶ Achieving higher approvals at point of sale
- ▶ Cutting employee overheads via automation
- ▶ Improving customer experience

 **\$2M+**
Annual savings

 **\$500M**
Incremental business

 **23%**
Lower staff costs over 4 years

 **35%**
Increase in 'speed to funding'

For more information, contact infosysbpm@infosys.com

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