

PLAYING BY THE BOOK, SCORING HOME RUNS

Automating processes resulting
in \$1.5 million in savings.

The client is a US-based
mortgage special servicer.

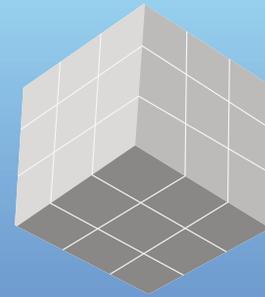


CHALLENGES

The client confronted several headwinds in its operations, including:



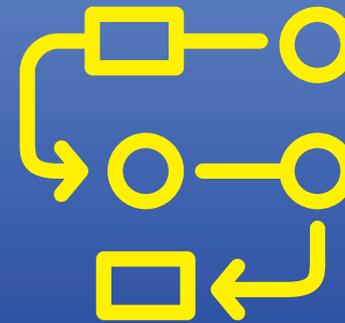
- Long onboarding time of 10-15 days
- Redundant process steps across audits
- High average handling time (AHT) of 58 minutes for processing mortgage servicing requests



SOLUTIONS

Infosys BPM automated the client's lending processes through:

- ▶ Consolidation of multiple fragmented audits to eliminate redundant checks
- ▶ Automation of rule-based, repetitive tasks in loan onboarding process
- ▶ AI-based OCR extraction of vital information from loan documents and validation of the same against key databases for audit compliance



BENEFITS

Infosys BPM helped the client to:



- ▶ Meet statutory timelines from 60 days to 30 days
- ▶ Scale operations by 3x
- ▶ Reduce efforts in loan onboarding process by 30%



\$1.5 Mn
savings over 18 months



100%
audit compliance



3x
jump in agent productivity

For more information, contact infosysbpm@infosys.com

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