BLOWING IN THE WIND
Removing non value adding processes to drive customer satisfaction.

The client is amongst the top 10 banks in the US.
CHALLENGES
The client wanted improvement in key functional areas:

- High cycle time for processing of an equity line of credit
- Sub-optimal efficiency ratio (68% vs a target of 75%), and pull-through rate (65% vs a target of 75%)
- Declining customer satisfaction

SOLUTIONS
Infosys BPM revamped key functional aspects to deliver value across different areas:

Validation and qualification check automation
- Reduced costs and cycle time
- Increased STP from 0% to 85%

Technology-backed point solutions
- Eliminated circuitous processes and loan flow
- Upgraded workload management

Re-engineering processes
- Realigned processes based on skills, productivity, product types, and Nationwide Mortgage Licensing System and Registry (NMLS) licensing requirements

Offshoring non-key areas
- Limited the portfolio to be managed by the client

BENEFITS
Infosys BPM’s solution resulted in enhancement of efficiency in several functional areas:

- Reduced cycle time
- Increased pull-through rates by 9%
- Created sizable annual savings with reduced effort, automations, and reduced vendor spend
- Reduced appraisal upgrade rates
- Increased customer satisfaction with low closure time and a dedicated relationship officer
- Enabled loan decisions at point of sale
- Enhanced business visibility and tracking with strong reporting and analytics

$2M Annual Savings with no incremental cost impact
23 Days Reduction in equity line of credit cycle time
30% Reduction in appraisal upgrade rate

For more information, contact infosysbpm@infosys.com

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