

BLOWING IN THE WIND

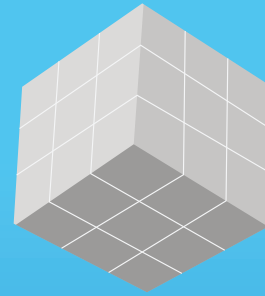
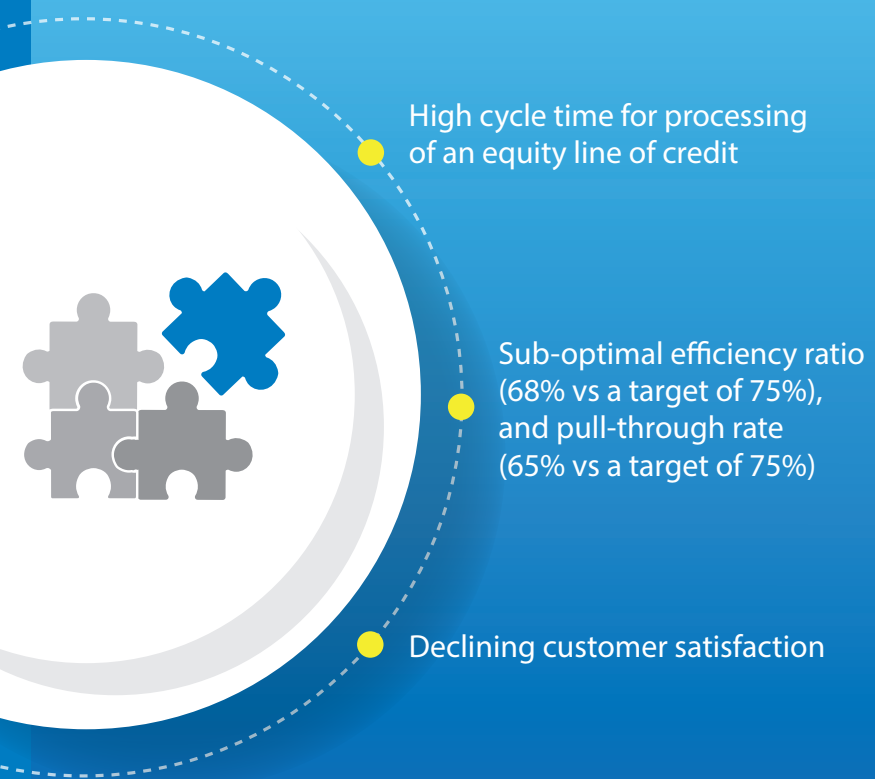
Removing non value adding processes to drive customer satisfaction.



The client is amongst
the top 10 banks in the US.

CHALLENGES

The client wanted improvement in key functional areas:



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

© 2020 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

Infosysbpm.com

Stay Connected   

Infosys
BPM