

# UNLOCKING MORTGAGE VALUE

Saving big dollars with  
audit-compliant automation.

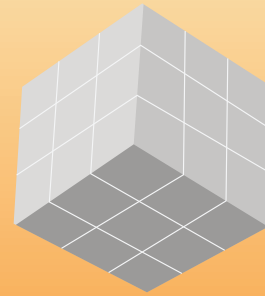
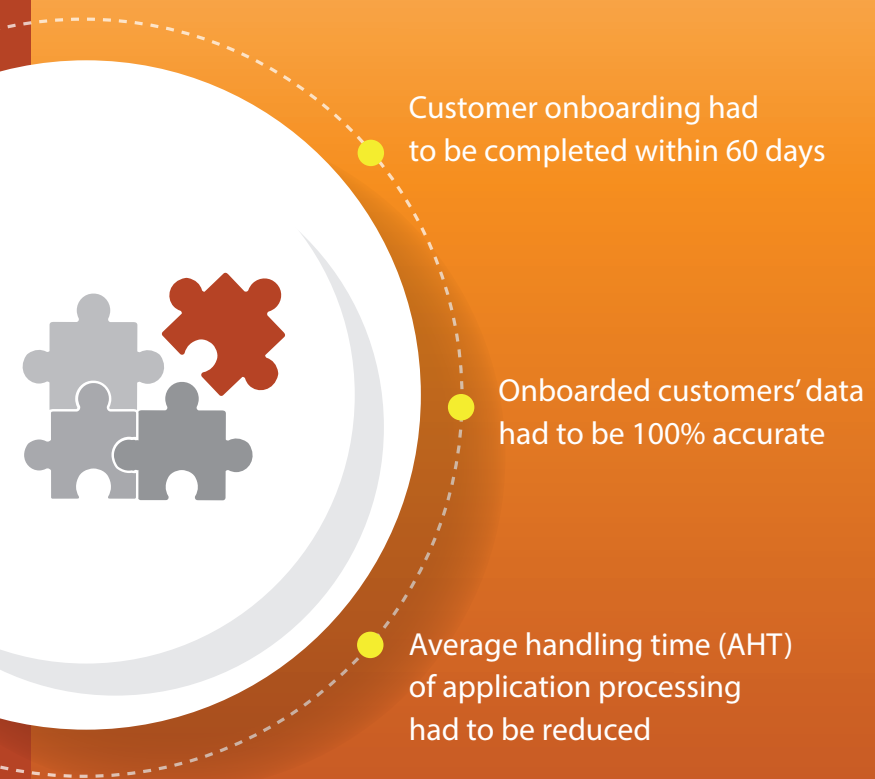
A leading mortgage servicer in the US  
that seamlessly handled all day-to-day  
administrative tasks of loans and payments.

Infosys<sup>®</sup>  
BPM



# CHALLENGES

The client needed efficient systems adhering to regulatory compliance for customer onboarding and application processing.

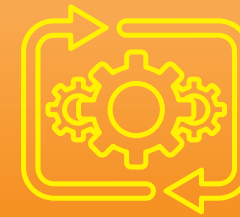


# SOLUTIONS

Infosys BPM used its data extraction and automation capabilities to deliver value across different areas.

## Automation of repetitive task

- ▶ Built an automated process to download collateral documents by searching through the imaging system
- ▶ Automated the collation of data on the UI



## Re-engineering audit consolidation

- ▶ Eliminated 100 redundant and duplicate checkpoints by consolidating 17 audits into one

## Data extraction and verification

- ▶ Extracted critical information including customers' first and last names, collateral details, rate of interest, and loan tenure from the loan note
- ▶ Verified the extracted information with data and source systems



# BENEFITS

Focused on data extraction and automation, Infosys BPM's approach:



- ▶ Reduced user effort needed to onboard customer applications
- ▶ Resulted in customer onboarding timeline conformity
- ▶ Increased data accuracy through audit compliance
- ▶ Yielded better operational scalability as a result of decreased AHT



**\$1.5M**  
Saved in 18 months



**30%**  
Reduction in user effort



**40 mins**  
Reduction in AHT



**100%**  
Auditing requirement compliance

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)

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