

UNLOCKING MORTGAGE VALUE

Saving big dollars with
audit-compliant automation.

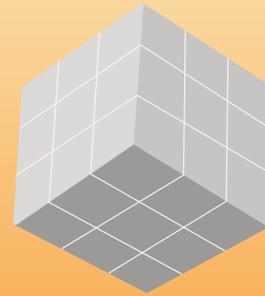
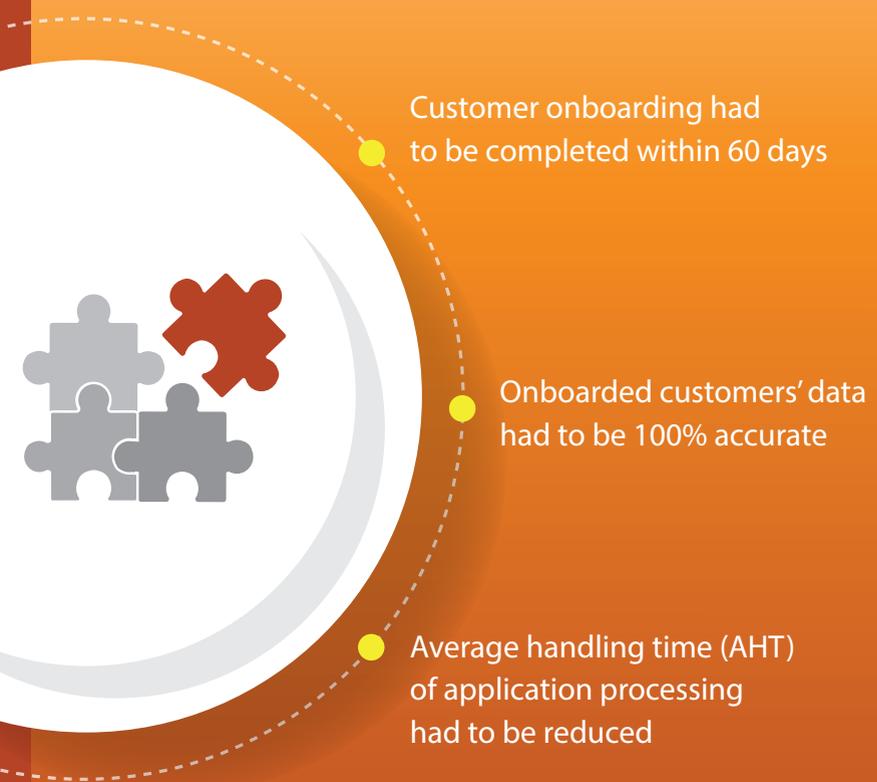
A leading mortgage servicer in the US
that seamlessly handled all day-to-day
administrative tasks of loans and payments.

Infosys[®]
BPM



CHALLENGES

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

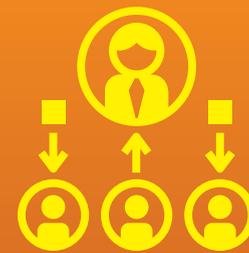
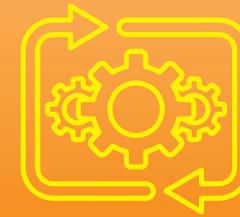


SOLUTIONS

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

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