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.
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

Onboarded customers’ data had to be 100% accurate

Average handling time (AHT) of application processing had to be reduced

Customer onboarding had to be completed within 60 days

For more information, contact infosysbpmsolutions@infosys.com

$1.5M Saved in 18 months
30% Reduction in user effort
40 mins Reduction in AHT
100% Auditing requirement compliance