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