

Mortgage Case Study

Our client is one of the Top 5 loan servicer in the U.S. We have been handling 15 mortgage servicing processes for this customer for last 4 years.

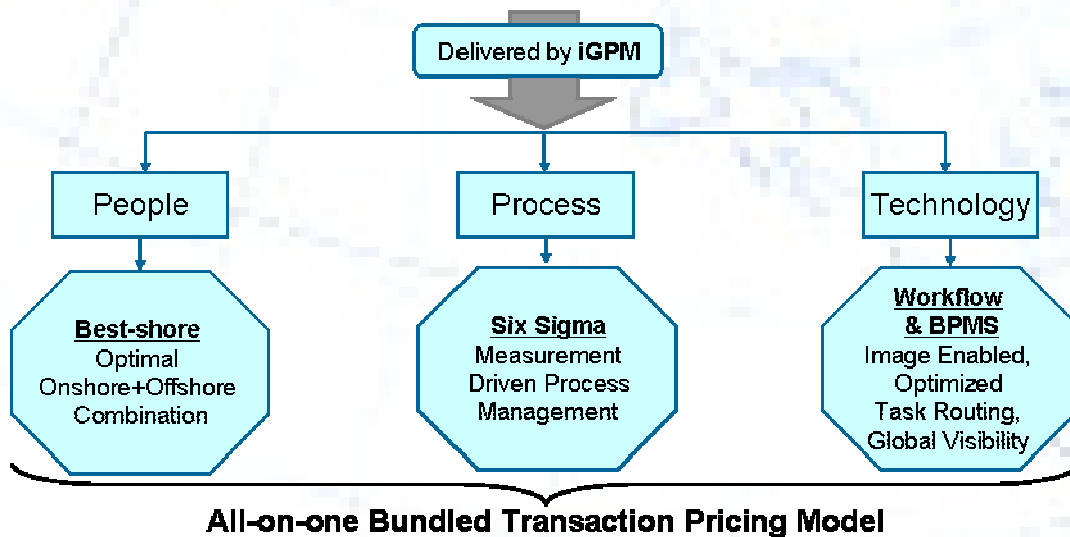
Challenges

- Client had limited loan origination capabilities and was in the need of scaling up its loan origination operations
- Client partnered with i-flex for the development of End-to-End Loan origination platform and delivery of Loan Origination BPO operations

Our Solution

- i-flex provided “best of breed” core applications and workflow platform
- Implemented solution uses client’s existing user interface systems (e.g. use of existing customer facing portals for seamless transition for customers)
- The solution effectively utilizes offshore resources with a global infrastructure

We implemented iGPM, a workflow driven, end-to-end platform that allows executing processes through collaboration of location independent processing, “best shore” resources and technology.



Automated Distributed Work Management

- Allows significant leap in efficiencies leading to:
 - Rapid turn around and improved service level
 - Clear visibility of loan file at every stage of processing
 - Statistical data collection for Six Sigma driven process management

- Automates loan flow decisions with respect to
 - Routing to specific processor based on loan characteristics
 - Allocation of rush loans based on the real time queue status
 - Deciding loan flow route at real time to meet the SLA for each loan
 - Real time alerts and manual over ride for exceptions before the SLAs are missed
- Records and monitors productivity, TAT and other process CTQs
- Monitors process bottlenecks and ensures TATs in predictive mode
- Monitors compliance checkpoints
- Makes processing physical location independent with respect to efficiency, process control and management visibility

Benefits Delivered to the Client

- Minimal investment by the client - i-flex provided “best of breed” core applications and workflow platform
- Transaction pricing (variable cost structure) – Pay per funded loan
- Lower costs through offshore resources – Reduction in the cost of loan origination by 50%. Lower costs provides more flexibility in product pricing
- Faster turnaround and ability to efficiently handle business volume fluctuations
- Greater flexibility and nimbleness - Better/faster/cheaper ways to fulfill loans
- On-going process and technology improvements – The solution shifts the responsibility for process and technology improvements to i-flex; allowing client to focus on areas like new product development /fulfillment practices