



an *i-flex*® company



i-flex solutions

# MAXIMIZE VALUE THROUGH

*Workflow driven*

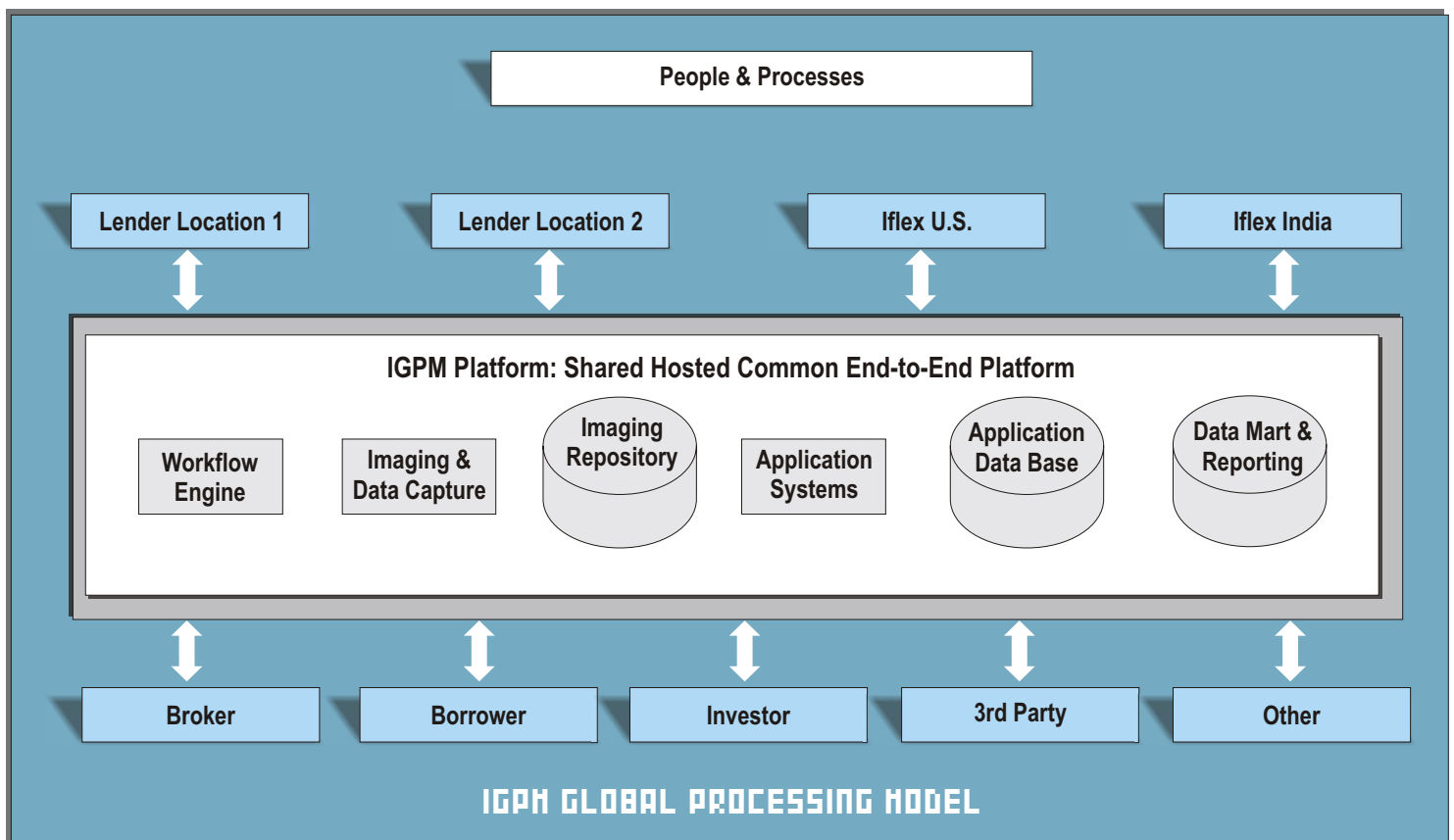
END - TO - END MORTGAGE PROCESSING  
for  
MORTGAGE BANKERS and BROKERS



# iGPM - i-flex Global Processing Model

iGPM is based on a work flow-driven, end-to-end platform that allows executing processes in the most competitive manner through collaboration of **location independent** processing, “**best shore**” resources and **technology**.

This fully managed end-to-end loan processing solution not only includes loan origination components, but also takes care of closing and post closing processes at i-flex's modern offshore facility in India. This solution encompasses day-to-day management of all loan and proactive monitoring through a high-end, secured software environment. iGPM's comprehensive capabilities enable real-time information access, intelligent workflow management, imaging and configurable business rules. Our team of processors and underwriters perform the task on onsite and offshore model with more efficiency and seamlessly.



## Salient Features of iGPM:

- End-to-end Mortgage Processing
- On-line, 24/7 real-time Status Update
- Client Preferred mode of Communication (Fax / E-mail / Mails / e-Transfer)
- On-time delivery of processed loans
- Trained and Certified processors
- US Co-location

## Benefits:

- 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

i-flex's capabilities to deliver and execute global outsourcing projects along with its global presence and IT practices, extends a scalable engine for end to end solutions for our clients.



**i-flex solutions**

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