CASE STUDY

MORTGAGE BACK-OFFICE SERVICE
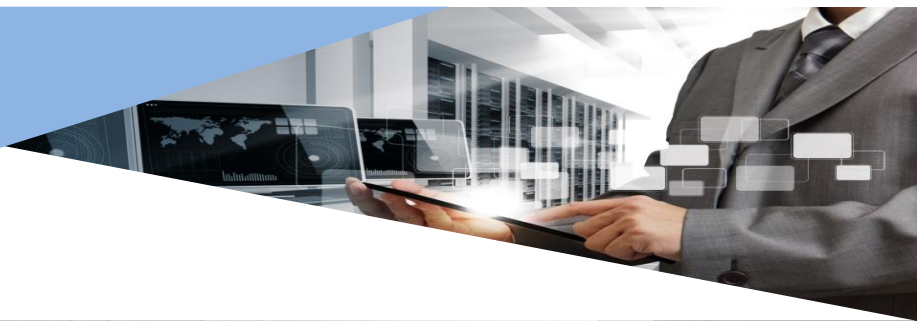
Client Profile

The client is an industry-leading full service mortgage broking firm, with its business spread over 10 US states and total lending of about $6 billion. The company serves residential lending needs with services spanning across government backed loans, buying homes and mortgage refinance.

The Challenge:

The client's employees had to spend much of their time in routine transactional activities and were not able to focus on core business activities. The mortgage originator was looking for a partner, who could effectively manage and help increase their overall efficiencies of the mortgage back-office functions.

How we helped this client?

Upon assessing the client's loan processing functions, KGiSL identified operational areas that could be outsourced and developed a strategic solution to increase productivity through support for several back-office functions. A Back-Office Support Service Center (BSS) was set-up to drive changes and derive seamless benefits through KGiSL

- BSS helps the operations team with real time monitoring and alerting of rate lock expiration, compliance issues, raising appraisal orders, managing records and documents
- Offering helpdesk functions that quickens the loan processes and that leverages an existing lending system (encompass 360º) which is widely used by top lenders
- Provide operational scalability required during high influx of loan applications
- Implemented continuous process improvement and best practices that enhance production and quality

The Results:

- Loan processing efficiency increased by 15%
- Client's strategic personnel have more time to do their jobs effectively without any major disruptions to their business
- 30% reduction in overall processing cost

➢ Drive efficiency

➢ Standardized processes

➢ Simplify operations

➢ Handling of exceptions

➢ Reduce manual workflows

➢ Reduce execution time

➢ Continuous improvement

➢ Improve customer experience

➢ Digitization to electronic data flow (paperless)

We focus on areas that impact your business