

End to end mortgage processing for a leading US mortgage provider

Client Profile

A leading US based mortgage provider.

Campaign Requirement

- The Client was exploring to outsource various components of the mortgage origination and servicing process. The need to outsource was in line with the changing business dynamics and the growing business potential for mortgages

Inteliminds BPO Solution

- Using the proprietary **Valid™** toolkit, Inteliminds BPO conducted a detailed assessment of the client needs and benefits and proposed to the client to outsource their end to end process starting from lead generation extending up to mortgage servicing.
- The execution of the outsourced process involved an onshore and offshore mix thereby maximizing offshore ability and minimizing turnaround time.
- Inteliminds BPO's understanding of the mortgage processes coupled with a well-defined transition methodology ensured that there was a smooth transfer of processes with minimum disruptions, maximizing effectiveness and efficiency of the process, people and technology.
- The mortgage process being successfully outsourced includes a wide spectrum of activities, involving multiple skills, right from outbound telemarketing to inbound customer contact operations, document processing and indexing of customer applications, correspondence for customer queries and multi channel complaints handling (voice, email etc).

Inteliminds BPO Solution

- Overall net savings of ~ 50%. Additional cost savings due to productivity and quality improvements.
- Improved quality (>99.95% accuracy).
- Reduced turnaround time for application processing by proactive management of the exceptions and efficient queue management using intelligent routing through workflow.
- Improved productivity by way of higher number of transactions handled.
- Ramp up in the number of FTE's working on the process by 100%.

For more information on our services, customized solutions or for a quotation, please contact:

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