



CASE STUDY

Overcoming Loan Boarding System Challenges with Our Automated Solution MSuite





CUSTOMER

Our client is a renowned regional lender in the US specializing in originating wholesale loans.



CHALLENGES

The client had switched on to a new loan boarding system and this led to a lot of unexpected challenges. Some these challenges included:



Service level disputes caused due to updating the loan boarding system



Plummeting accuracy levels when the document types went up to 300+



Increase in turn times due to rise in the type of documents

In a bid to overcome these shortcomings, the client approached us for a solution to re-engineer their loan boarding system and, at the same time, make it resilient enough to process all types of documents in a time-efficient manner.

SOLUTION PROVIDED

After carrying out a thorough study of the client's loan boarding system we identified the challenges and worked upon a plan to eliminate them. As the crux of the problem lay in efficient document management, we decided to integrate our automated data validation tool MSuite to meet all the challenges, including the complex ones, faced by the client. This move helped the client perform loan boarding correctly. After automation the client's process could:



Categorize documents such as income docs, closing docs etc; more efficiently



Carry out loan onboarding and data validation at the same time



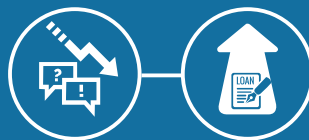
Eliminate the need to perform extensive secondary reviews

Proper categorization helped reduce the types of documents from over 300 to 108. Integration with MSuite also helped in increasing the loan processing batch limit thereby drastically reducing the turnaround time needed.

RESULTS

We executed our strategy in a well-defined manner and it rendered the expected outcomes which were as follows:

Complete reduction in service level disputes



Enhanced productivity in loans processing, enabling processing 220-250 loans a day

Efficient categorization of docs for improved doc management

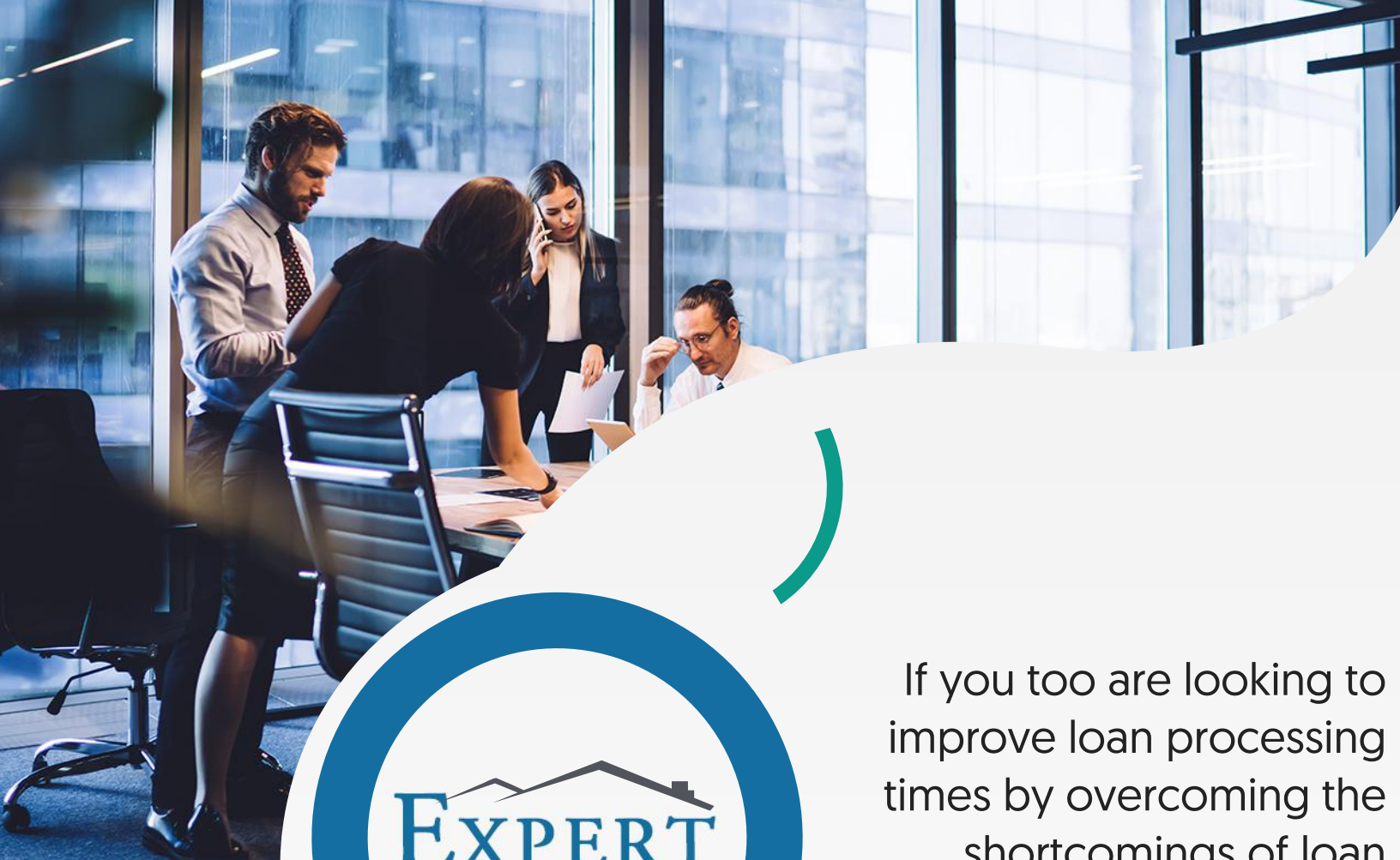


Decrease in loan processing times by 50%

Improved quality of loan onboarding



Improved customer satisfaction



If you too are looking to improve loan processing times by overcoming the shortcomings of loan boarding systems, contact our experts now.

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