

PROCESSING SERVICES - CASE STUDY

In Brief

- A large mortgage originator needed a processing support solution to address the up and down cycles in the mortgage industry in order to meet its customers' service level expectations, turn loans within rate lock periods and reduce costs
- Indecomm provided a team of qualified processors which were trained on the client's systems and business processes to meet our client's needs
- After the outsource solution was fully implemented, the client experienced significantly improved turn times and was able to reduce some of their operations costs

Client Information

Indecomm's client is a Global Fortune 50 Financial Services Company with a diverse business model.

Background

The client has over 50,000 employees and operates in a highly regulated environment. The client's mortgage operation has adequate systems and applications that support loans production in a secure imaged enabled manner.

Problem Statement

- Indecomm's client was having difficulty finding qualified processors to work in their operations centre especially during the up-cycles in the market
- The client had a need to reduce overhead and staffing costs
- Our client was experiencing extended turn times from application to closing and often having to extend or re-lock loan negatively impacting loan profitability

Solution Summary and Key Benefits

- Indecomm put together a team of qualified processors in a centralized operations centre dedicated to supporting the client's processing production volume levels
- The client provided the initial processing team (processors, managers, and internal quality assurance associates) training on their systems and business processes. After the initial training, Indecomm performed subsequent training for new team members and ongoing refresher and update training for all processors on the team
- Indecomm ensured their internal quality assurance process was in sync with the client's QA process in order to ensure our client's quality expectations were met

The Results

- Our client realized immediate costs reductions with the reduction in overhead and transfer of fixed costs to variable costs
- Indecomm's client's overall turn time from application to closing was reduced
- Client customer service satisfaction scores were consistently higher than the scores received by the client's processing team
- Our client and Indecomm built a long term relationship with our flexible staffing capabilities

