

CLOSING SUPPORT SERVICES - CASE STUDY

In Brief

- A large mortgage originator needed additional support in closing to address the up and down cycles in the mortgage industry in order to meet its customers' service level expectations, while ensuring loan quality
- Indecomm provided a team of qualified closers 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 costs

Client Information

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

Background

The client has over 100,000 employees and operates in a highly regulated environment. The client's mortgage operation has adequate systems and applications that support remote underwriting in a secure imaged enabled manner.

Problem Statement

- Indecomm's client was having difficulty finding closers 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
- Need to streamline the process
- Lack of quality internal reports

Solution Summary and Key Benefits

- Indecomm put together a centralized off-shore team of closers dedicated to supporting the client's underwriting production volume levels
- The client provided the initial team training on their systems and business processes. After the initial training, Indecomm performed subsequent training for new underwriters and ongoing refresher and update training for all underwriters 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 error rate was reduced
- Our client experienced improved underwriting turn-times
- Our client and Indecomm built a long term relationship with our flexible staffing capabilities

