

Case Study

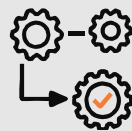
US mortgage provider enhances process efficiency by nearly **30%** with business outcomes design-led automation

Leading mortgage provider targets operational excellence through outcomes-led RPA solution design and implementation

Solution Overview

Transformation Advisory, Business Analysis, Process Design, Business Requirements Documentation, Product Evaluation and Selection, Solution Design, RPA Implementation

Results



~30%
process efficiency



~20%
cycle time reduction



client owned
and operated



4 months
deployment

Challenges

- Manual processing and segregation of loan documents, leading to high rate of errors and ad-hoc processing and segregation

Overcoming manual processing challenges

The client faced multi-pronged challenges in its day-to-day lending operations. Predominantly manual processes led to error-prone, ad-hoc processing and segregation of loan documents. In addition, siloed legacy processes and applications resulted in poor visibility and rampant inefficiency. Multiple, unstructured formats and diverse document standards further compounded the situation.

To eliminate the operational roadblocks, the client wanted to automate high volume, low complexity aspects of the loan set-up process. The goal was to increase productivity, cut training time, improve associate utilization, and reduce cost-to-serve – ultimately, sharpening its competitive edge.

The client wanted to take a Business Outcomes Design-based approach to achieve its objectives. They chose to partner with Firstsource given its deep domain, technology and operational expertise.

Solution Synopsis

- Business analysis and discovery
- Transformation advisory
- Requirements gathering and documentation
- Product/platform evaluation and selection
- RPA solution design and implementation

Holistic business outcomes-led process design and Implementation of RPA solution

The Firstsource team leveraged its Business Outcomes Design offering to deliver the desired outcomes. Calls and scrum meetings helped the client track and review progress on a day-to-day basis.

- **Business analysis and discovery:** Set up a Center of Excellence (COE) team for automation to understand the challenges faced by the client
- **Transformation advisory:** Evaluated various options – re-engineering, outsourcing, and automation – and chose to implement an automation solution to drive the client's desired outcomes.
- **Process design and requirements definition:** Studied the client's process in-depth, created a process design document, designed an automation solution and articulated it as part of the business requirement documents, and finally developed detailed process maps.
- **Product platform evaluation and selection:** Evaluated the features and functionalities of available automation platforms in the market and performed a gap-fit analysis to select the appropriate automation platform based on client requirements.
- **Solution recommendation:** Encapsulated the automation solution along with the product platform recommendations for implementation and demonstrated the estimated ROI to the client. The client steering committee approved the identified automation opportunities and technologies.
- **Solution implementation:** Based on the roadmap and design outlined by the Business Outcomes Consulting team, the implementation team implemented a RPA solution. This helped the client integrate multiple systems, create new interfaces with automation, and reduce process complexity.

For processes that required greater human intervention but where automation was not possible, we deployed a hybrid delivery model (onshore-offshore support).

Additionally, we also supported the client in the following areas:

- Held conversations on how Intelligent Automation can add more value to their workflow
- Validated their tool of choice
- Supported them with design of digital workforce policies and setup of the environment

- Identified and validated client processes
- Guided the client team on automation change management using our Automation CoE
- Collaborated with their tech team to leverage APIs and webhooks (automated messages sent by app when an event is triggered) wherever possible

Results

- Structured and standardized processes for higher efficiency and productivity
- Ability to process structured and unstructured documents seamlessly
- Access to on-demand RPA deployment
- Automation for exception management

Business impact

- Approximately 30% improvement in process efficiency, leading to increased productivity
- Approximately 20% reduction in turnaround time for the end-to-end process

What's your challenge?
Let's work together to solve
it. To speak to our experts
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Our 'Digital First, Digital Now' approach helps organizations reinvent operations and reimagine business models, enabling them to deliver moments that matter and build competitive advantage.

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