Mortgage Indexing

**The challenge**
- Need to improve service delivery
- High back-office costs
- Low overall quality
- Poor workflow management
- Long processing time
- Lack of real-time reporting

**The solution**
- Offshore locations:
  - Knowledgeable, responsive leadership
  - No language or culture barriers
- Onshore image capture easily accessible by offshore sites.
- Real-time inventory and SLA reporting
- Fast ramp
- Results Based Compensation

**The result**
- 85% validation automation
- 30% productivity savings
- Dramatic decrease in turnaround time

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Top Global Bank
Leading Mortgage Lender

85%
Validation Automation