



AUTOMATED LOAN QUALITY INVESTIGATION

50%

Reduction
in Manual FTE

100%

Accuracy in
Transactions

100%

Increase in number of
Applications
Processed/Day

98%

Reduction in
Processing Time

The Client

A mortgage company with over \$8 billion in loan originations

Industry

Financial Services

Overview

Our client have enhanced many of their customer-facing operations with digital solutions. But still they rely heavily on people and paper to do repetitive back-end operations that are error-prone and time-consuming.

Business Challenge

The company wanted to automate its back-office processes to free its staff from repetitive processes and create back office efficiencies. Currently, this is a manual effort. Hence, a deterrent when one needs to scale.

Our Approach:

Quadratyx built an end to end cognitive process automation engine for 3 key processes involving over 20 steps per process. The solution also included a cognitive document analyzer to compare documents submitted by the applicant.

Three key processes:

- Ordering UDN from credit bureau
- Report fail cases
- Stop the credit monitoring

Outcomes

- ✓ Loan processing time reduce by 98%.
- ✓ Loan applications processed per day was over 500.
- ✓ Significantly improved accuracy.
- ✓ Slashing manual labor by more than 50%.