RPA helps leading US mortgage provider stay ahead by improving agent productivity

Sourcepoint helped the client automate high volume, repetitive tasks in its loan set-up, guaranteeing complete data accuracy and improving agent productivity by 250%.

◎〉 About the Client

The client is a leading mortgage provider in the United States with over one million customers, and a strong presence across all 50 states.

◎〉 Business Challenge

The client faced multi-pronged challenges in its day-to-day lending operations. Predominantly manual processes led to error-prone, adhoc 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.

The client was looking to automate high volume, low complexity aspects of the loan set-up process to increase productivity, cut training time, improve agent utilization, and reduce cost-to-serve. It chose to partner with Sourcepoint given its deep domain expertise and proven track record.

◎〉 Solution

Sourcepoint implemented FirstSmartomation – robotic process automation (RPA) solution that helps organizations integrate multiple systems, create new interfaces with automation, and reduce process complexity. The solution combines Sourcepoint's extensive domain expertise and knowledge of operational excellence with RPA to reduce processing time and improve productivity. **The Sourcepoint solution helped**:

◎ Structure process flow and standardize automation through business process re-engineering.
◎ Enable robust OCR (optical character recognition) capabilities backed by machine learning to extract structured as well as unstructured data with 100% accuracy.
◎ Establish a dedicated universal automation control room for on-demand RPA deployment for any stage of loan processing.
◎ Deploy attended automation for exception management of poor quality documents that were beyond AI's processing capability.

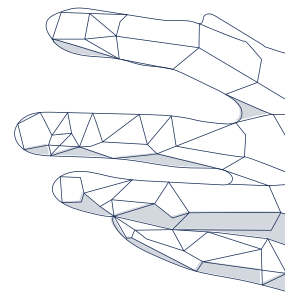## 50% FTE reduction in the loan set-up process.

◎〉 Business Impact

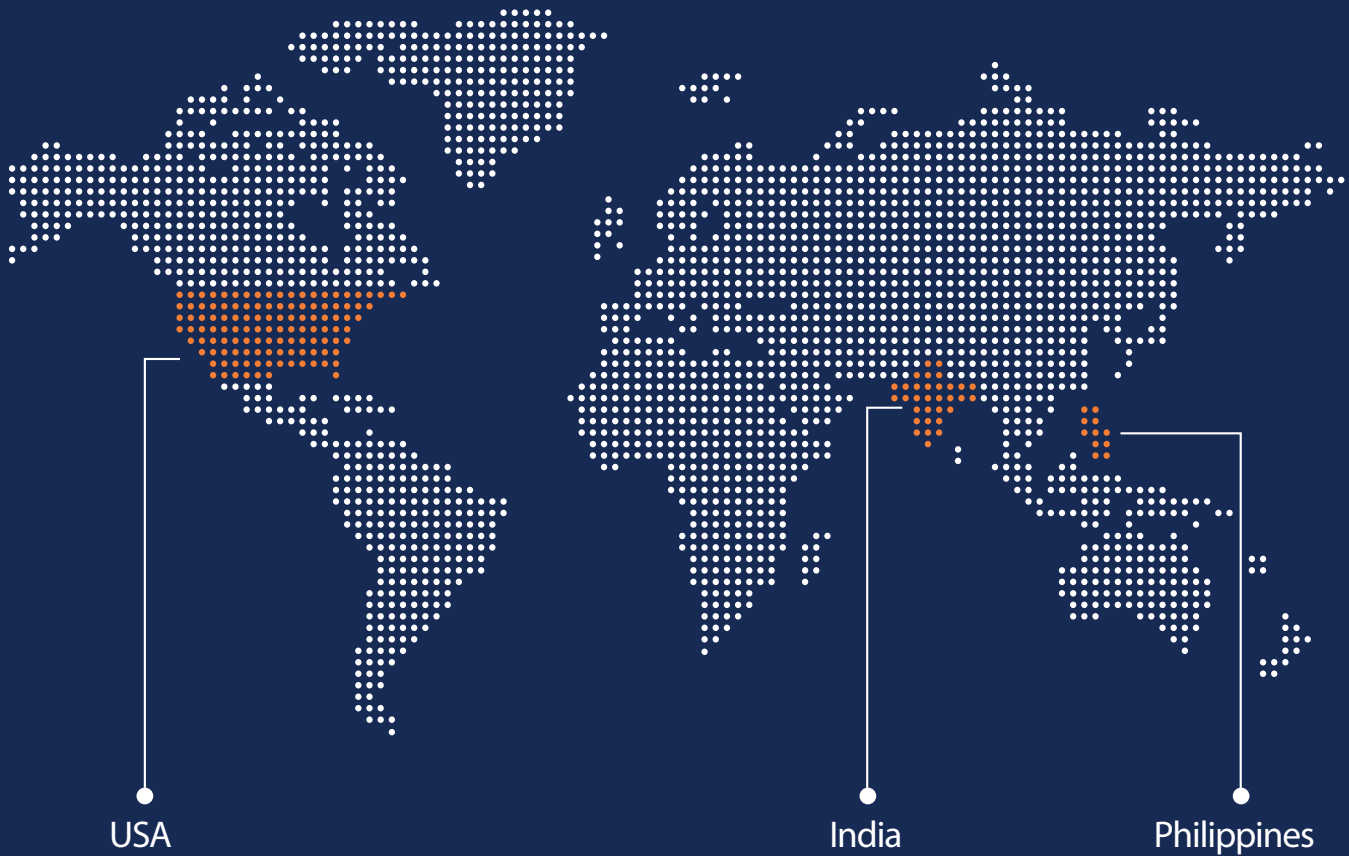**50%** FTE reduction in the loan set-up process.

100% data accuracy across processes.

70% of most labor-intensive part of the process automated (132-step process checklist)

250% improvement in agent productivity.

To learn more about Sourcepoint's RPA-based solution FirstSmartomation,
visit sourcepointmortgage.com or email hello@sourcepointmortgage.com

USA   India   Philippines

Providing expertly crafted, productized solutions to the U.S. mortgage industry

Sourcepoint is the premier provider of productized solutions to the U.S. mortgage industry. With global delivery capabilities, we have a diverse talent pool to deliver deep mortgage domain expertise across our solution set. With more than 25 years in the business and an extensive team of industry veterans, we have the experience to help our customers gain a competitive advantage.

Our domain experts incorporate industry best practices and cutting-edge technology to deliver timely services and assure maximum quality and customer satisfaction. Our solutions help customers reduce operational costs, increase customer satisfaction and improve efficiency, allowing them to focus on their core competencies. We measure our performance based on the success we enable for our customers.

Sourcepoint employs over 3,000 people operating from seven delivery centers, 200+ clients.

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