

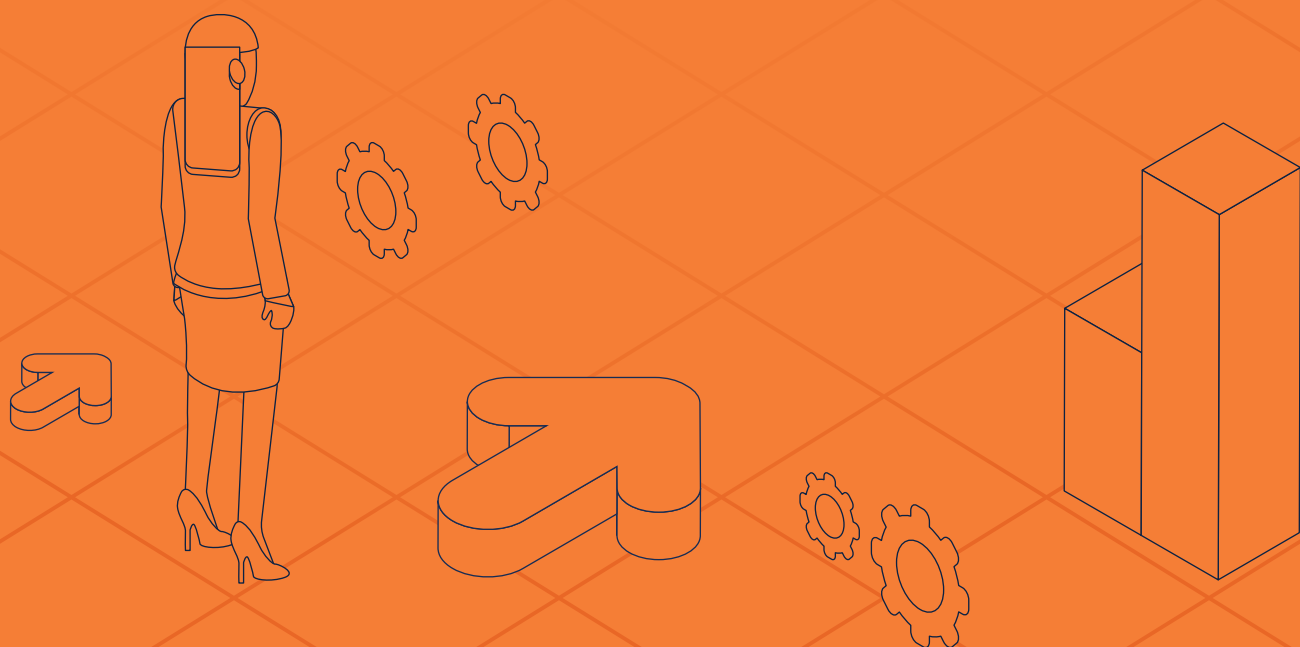
CHOOSING THE RIGHT MORTGAGE BUSINESS PROCESS MANAGEMENT COMPANY

A SYSTEMATIC GUIDE

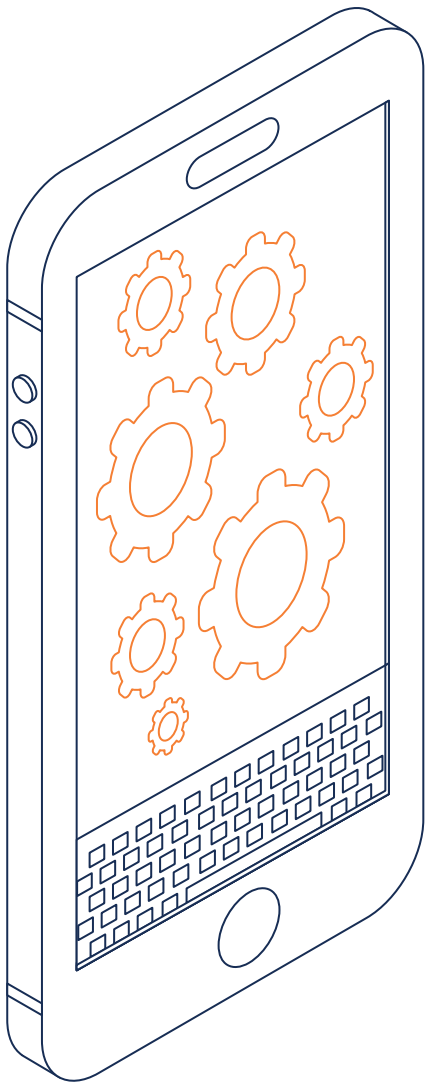


The mortgage landscape is more complex than ever

Lenders are faced with an increasingly difficult market environment as compliance pressure continues, operating costs rise, competition heats up, and consumers demand an efficient and frictionless lending process.



The pressure on lenders will remain

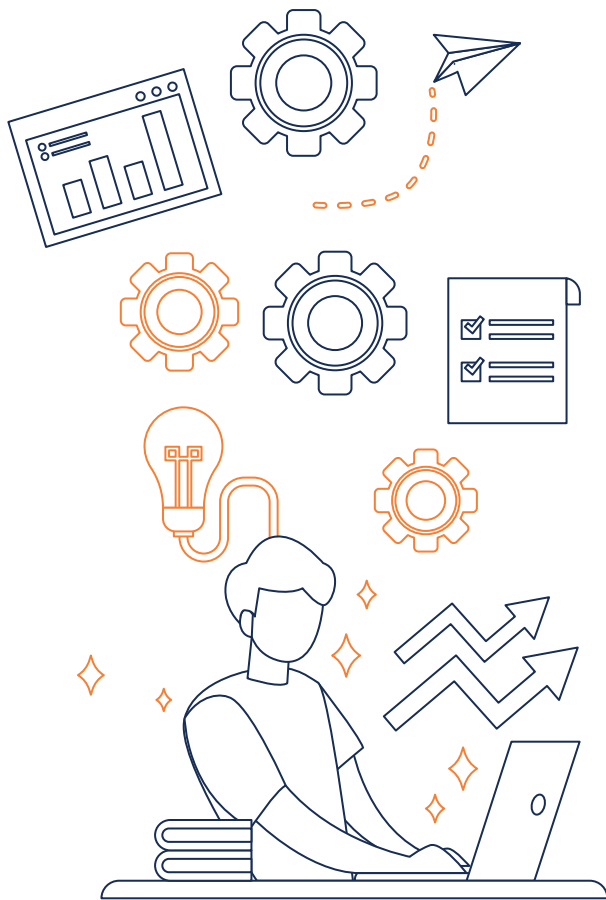


Today's digitally savvy consumers demand simple and personalized lending experiences on a channel of their choice. At the same time, compliance and competitive pressures continue to mount.

But you're short on technology expertise and skilled resources to successfully move compliance, customer-focus and profitability ahead at your desired pace. So how do you pull it off?

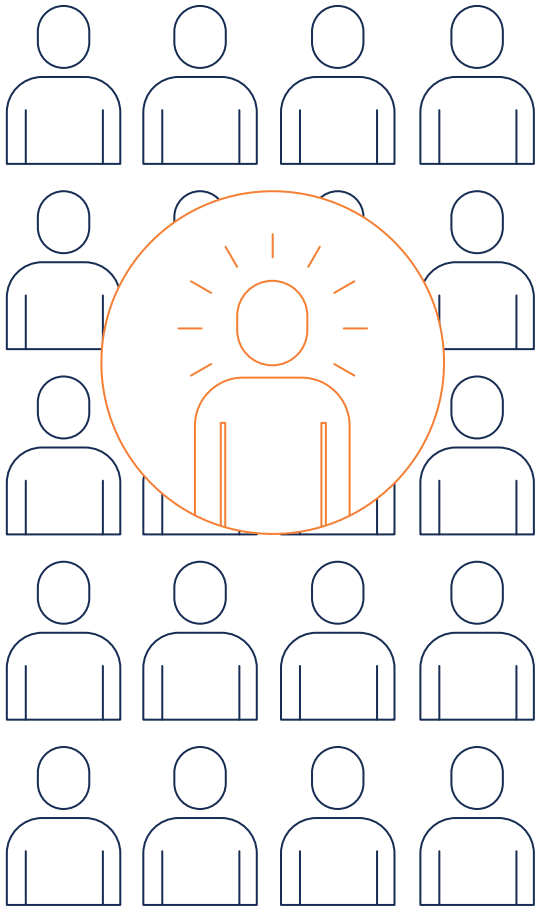
A mortgage Business Process Management (BPM) company can help.

Top benefits of partnering with a mortgage BPM company



- ⚙️ Costs and operational efficiencies
- ⚙️ Faster time to market for technology developments and process changes
- ⚙️ Deep domain and compliance expertise for risk mitigation at federal, state and local levels
- ⚙️ Best practices based process improvements and delivery for customer satisfaction
- ⚙️ Instant access to resources to bridge in-house skills gap

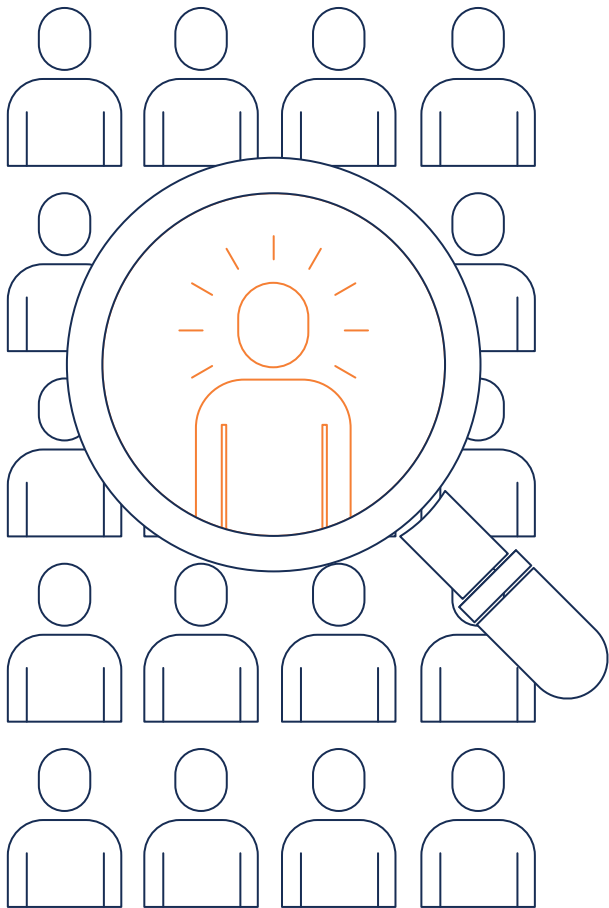
Choosing the right mortgage BPM provider



An experienced BPM company offers technology solutions, skills, processes and resources to bolster your in-house capabilities. But does the BPM company have what it takes to help your business transform and thrive in today's challenging mortgage environment?

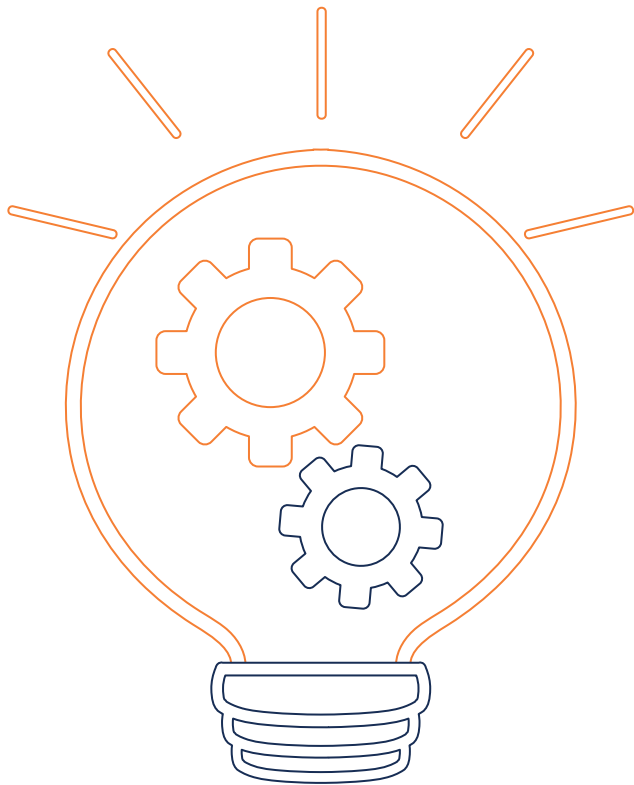
To find the answer, look for nine key criteria.

Check before you choose



- ⚙️ Has deep skills and experience
- ⚙️ Uses next-generation technologies
- ⚙️ Is aligned with your business goals
- ⚙️ Has an inclusive license set
- ⚙️ Offers omnichannel engagement capabilities
- ⚙️ Deploys standardized processes and reporting
- ⚙️ Delivers globally and locally
- ⚙️ Offers a broad portfolio of engagement models
- ⚙️ Has a proven track record

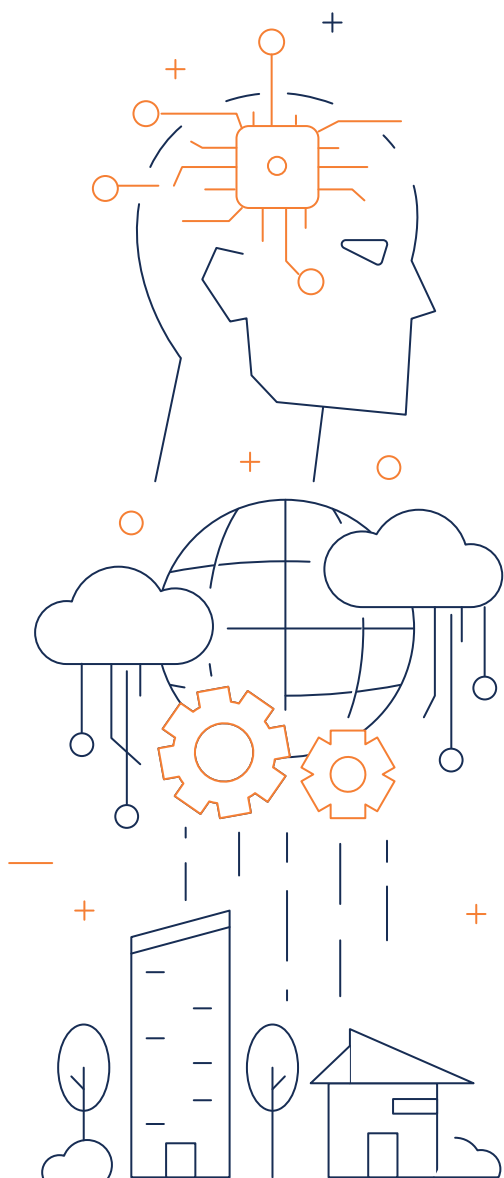
Has the right skills and experience



The BPM provider's skills should span the entire mortgage lifecycle - with deep capabilities in areas such as process reengineering, advanced analytics, and compliance management. Go beyond basic questions.

Ask how the provider will help you achieve a compliant, efficient and customer-centric lending process, structured to meet your needs.

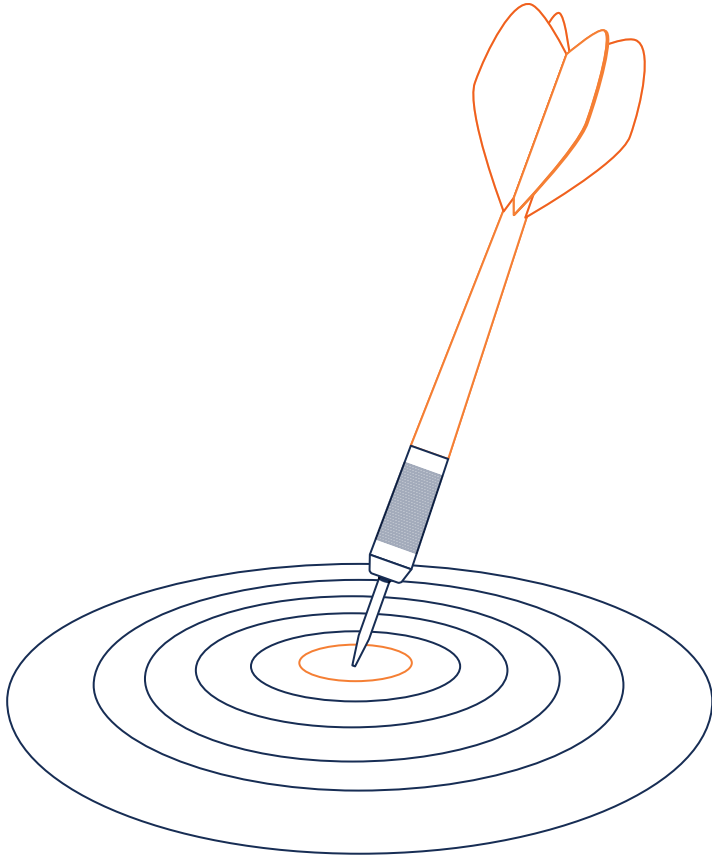
Uses next-generation technologies



Determine whether the BPM company leverages emerging technologies such as RPA, AI and machine learning to deliver process efficiencies, proactively detect issues, and enable better decision making.

Ask how the provider uses automation and intelligent technologies to better utilize human resources, improve quality and productivity, and enhance customer service and compliance.

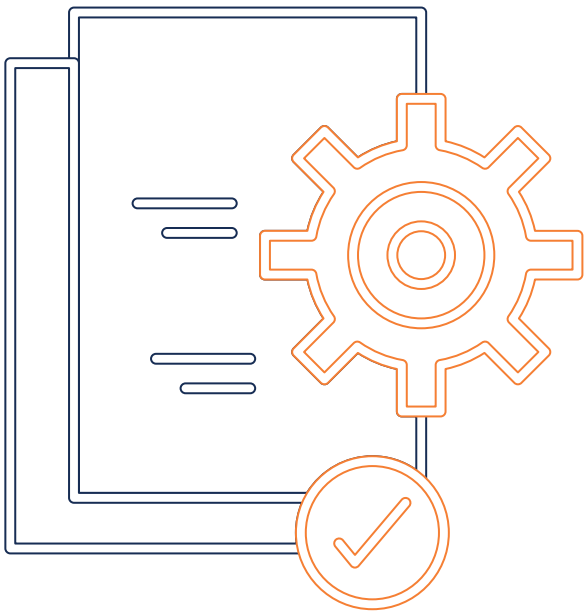
Is aligned with your business goals



Assess the impact outsourcing can have not only on your business outcomes but also on your business model. For instance, if you are looking to drive innovation and transformation as part of your strategy, how can a BPM provider help?

Ask if the provider has insights into future industry trends and how technology can be used to address evolving trends. Ask what competitive advantages do the provider's proprietary tools and methodologies bring.

Has an inclusive license set



The BPM provider should hold licenses from processing to servicing to title. When the provider has an inclusive set of licenses they are best positioned to support your current business and future growth.

Ask does the provider have the pertinent licenses to service your scope of mortgage services. How far-reaching is their license coverage?

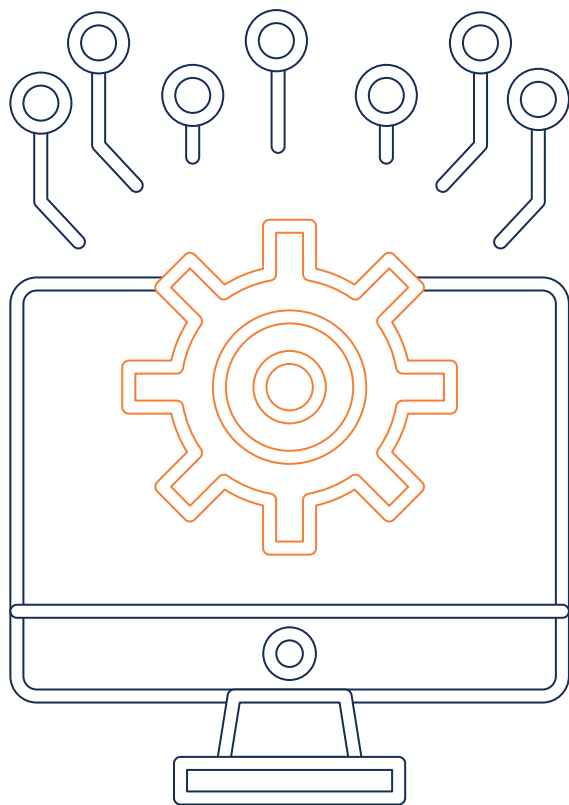
Offers omnichannel customer engagement capabilities



Today's consumers expect quick service and quick resolution of issues. Check if the BPM company offers omnichannel customer engagement, allowing customers to connect, experience and engage on a channel of their choice – across phone, email, chat, social media, or mobile devices.

Ask if their solutions focus on the customer journey to offer personalized engagement and superior customer experience.

Deploys Standardized processes & reporting



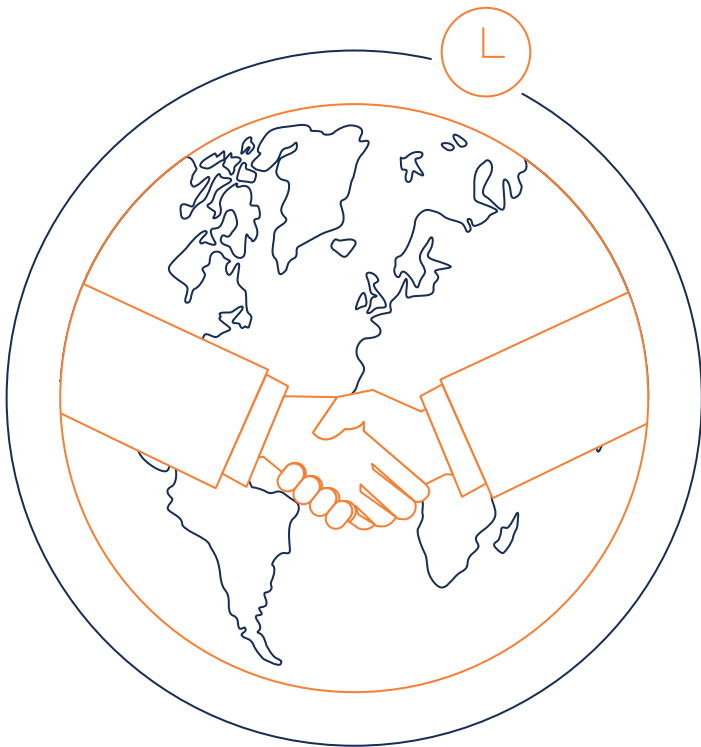
Learn how the BPM company standardizes policies and processes across their locations, and provides visibility into the performance of managed services.

Ask whether the provider offers a secure, web-based portal that consolidates performance data into a single dashboard with real-time visibility. Ask does it commit to service level-based delivery.

Delivers globally and locally

Global delivery capabilities enable strategic gains:

- ⚙️ Right-shore delivery models
- ⚙️ Co-location of resources and data to address regulatory and legal requirements
- ⚙️ Round the clock operations
- ⚙️ Cost-effective access to skilled labor



Ask how the provider organizes and manages teams across their locations. Ask how does it ensure compliance across national and regional levels.

Offers wide-ranging engagement models

A BPM company should enable you to boost your in-house competencies without adding cost or complexity to your strategy. Look for a provider that offers various engagement options, allowing you to scale according to your requirements.

Ask if the provider will retain your existing infrastructure and current processes, where ever possible, to cut costs. Ask does it offer a pay-as-you-go model.



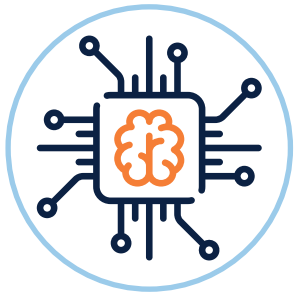
Has a proven track record



Consider the BPM provider's prior experience in addressing mortgage industry issues. Number of years of experience and types and complexity of projects handled are good indicators of how seamlessly you will be able to entrust your mortgage operations to the provider.

Ask about the experience level of the provider's employees and the training they receive before they are placed on a project team. Examine its track record, the solutions it has delivered to its clients, and the duration of its partnerships.

The Right BPM Provider with the Right Solutions Can Help you Build a Competitive Advantage



Automation, Robotics,
OCR/ICR & Workflow



Customer Analytics for
Originators & Contact
Centers



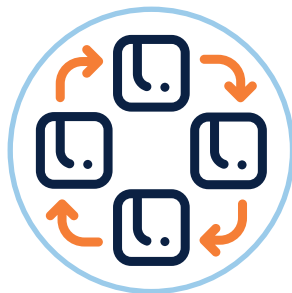
Omnichannel Customer
Contact Solutions
(Text, Webchat, Email &
Chatbot)



Business Process
Outsourcing for the
Mortgage Community



End-to-End Fulfillment,
Processing &
Underwriting for
Lenders



Post-close Outsourcing,
Document
Management & Trailing
Documents



Traditional Title Services with
A-la-carte Curative, Closing,
Escrow & Recording



Contact Center &
Collections Capabilities
for Loan Servicers



Due Diligence Reviews,
Compliance & Processing
Consulting

Let's Talk

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