

22% Faster Loan Approvals; Significant Improvements in End to End Mortgage Origination Processes



The Customer

Top U.S. Retail/ Wholesale Mortgage Originator

Business Situation



Needed a roadmap for outsourcing to increase capacity, reduce cost

Inefficiencies in loan origination cycle:

Errors, High Turn time,
Multiple operations locations,
Non-standardized procedures

Solutioning



Onsite study & creation of outsourcing roadmap through

SmartTrans® methodology

Detailed process maps, standard operating procedures and checklists created

Execution



Phase 1: Started with Wholesale channel

Phase 3: Services were extended to Retail Channel

Phase 5: 100% increase in outsourced mortgage staff; now managing 80% of the bank's origination back-office functions

Value Delivered



Significant Improvements in End to End Mortgage Lifecycle

- **Improved turn time in Loan Registration** - 48 hours to 2 hours
- **22% reduction** in loan approval time
- **Quality score above 97%**
- **Flexible staffing** to handle volume fluctuations; converted fixed to variable cost
- **SLK handles volume fluctuations**



We are very happy to have such wonderful partners at SLK that constantly strive for perfection! Your production and quality numbers are always great and we greatly appreciate your hard work and dedication

Execution & Imaging Manager

Confidential Information