



ABOUT THE CLIENT

Large US financial services company.

CLIENT CHALLENGE

Prior to engaging Sutherland, the client lacked workflows and visibility into the status of loans in the origination process. Lack of process and visibility created confusion among employees working the loans and with borrowers who awaited completion of the lending process. The client engaged Sutherland to reinvent the loan origination process to match their new systems and provide visibility into the status of loans in the lending process.



The sandbox testing environment proved successful and demonstrated Sutherland's ability to positively transform the entire loan process.

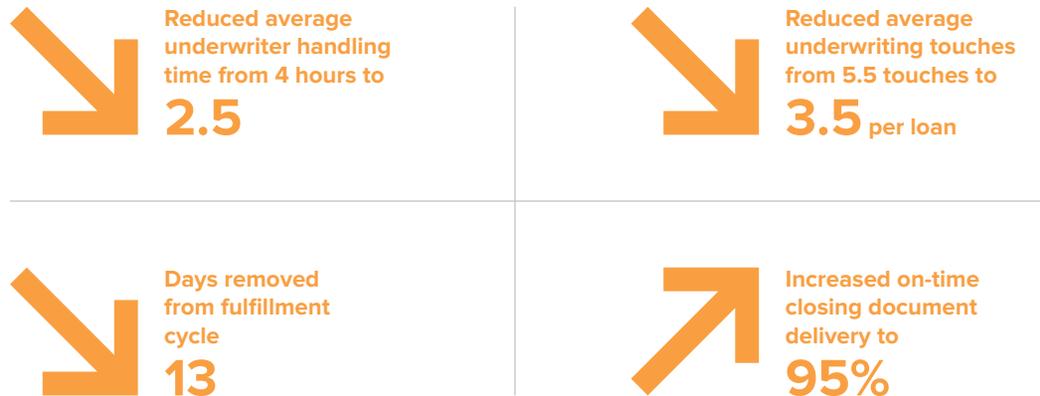


THE SUTHERLAND TRANSFORMATION

Sutherland was engaged to build a workflow that provided detailed process steps to employees who actively worked the loan origination process. The workflow enabled employees to have visibility into the status of the loan at any time. Once the workflow was established, Sutherland's consulting team partnered with the client's IT department to conduct user acceptance testing (UAT). During the initial phase of UAT, Sutherland processed test files in a sandbox environment, enabling team members to identify areas of improvement throughout the development process and before the workflow was rolled out to the entire team. The sandbox testing environment proved successful and demonstrated Sutherland's ability to positively transform the entire loan process. With the new workflow came visibility and insights that had not been available through past processes. Sutherland also transformed the mortgage indexing or data capture process to reduce underwriter cycle times, decrease the number of times the borrowers are contacted for additional documentation, and create real-time reporting to drive work by priority to processors and closers. Prior to engaging Sutherland, the client lacked reporting on the indexing and underwriting processes. The mortgage lender now is able to operate more efficiently and improve communication with borrowers.

PARTNERSHIP RESULTS

After consulting on and launching the new system, Sutherland provided continuous feedback on results of the workflow improvements. Results include:



Mortgage Consulting Customer Experience

For more information on how we can help you transform your processes, visit us at www.sutherlandglobal.com, email us at sales@sutherlandglobal.com, or call 1-800-388-4557 ext. 6123.

As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals spanning 19 countries around the world.