

Loan Servicing

Custom Implementation of Off-the-Shelf System

The Needs

1. Greater control over the loan lifecycle
2. Reduce operating costs
3. Increased flexibility over the customization of the loan servicing platform

The Solution

The client's strategic business plan called for the insourcing of loan servicing, a previously outsourced function. Integrant Inc. was asked to help determine the costs and benefits of insourcing loan servicing. Integrant Inc. worked to provide one of three possible answers:

1. Continue outsourcing servicing
2. Implement a proven solution
3. Custom build a system

Integrant Inc. analyzed the loan servicing solutions on the market and advised the client to custom implement a ready-to-go solution.

Discovery and Design Phase

- Created a plan for full integration with business intelligence, public website, document management, loan accounting, loan origination, customer relationship management and telephony systems
- Created a plan for automation testing
- Developed quality assurance manual
- Created a plan for optimizing the network infrastructure to support the project

Development and Delivery

- Provided full project management services including timelines, task assignments, reporting, budgeting, etc.

- Installed and configured software
- Conducted interviews of key personnel to identify point of integration, document the results, identify current problems and business opportunities
- Designed and architected the enterprise application integration platform
- Identified, modeled and documented data requirements and data flow for the system
- Integrated solution with every relevant system

Business Value

Our perfect-fit implementation provides the client with greater control and flexibility in customizing their loan servicing platform to meet current and future business needs.

Integration with related systems enables their customer service representatives to provide answers quickly, efficiently and accurately.

The client also realized a significant reduction in operating costs. Most importantly, the client no longer worried about providing potential competitors with access to their customers.

Value of Integrant Inc.

Integrant Inc. took the the task of finding a system that allowed the client to cost-effectively insource loan servicing one step further. By designing a solution that integrated the loan servicing system with all related systems, the client was able to improve customer satisfaction levels, increase productivity and enjoy the benefits of greater visibility into their loan portfolio.

