



Re-engineered Business Processes to Improve a US-based Mortgage Lender's Efficiency and Productivity



Client Introduction

A leading mortgage lender in the US, offering home loans through conventional mortgage, refinance, FHA loans, and other options.

Problem Statement

- ❖ Predominantly manual origination process inflated the handling and closing cycle time per loan application, impeding the service efficiency, responsiveness, and borrower experience.
- ❖ “Paper-based” documentation of printed, photocopied, scanned, and handwritten records without version control resulted in inaccurate and obsolete records. Physical records also posed risks of losing business-critical data.
- ❖ Lack of quality control framework and practical rigor hampered the monitoring of processes and personnel, leading to unaccounted risks, unmanaged quality, and inadequate readiness to serve audits and regulatory obligations.
- ❖ Manual tracking and reporting of operations without a centralized dashboard affected the visibility of performance metrics and lacked actionable insights to support business decisions.

Solutions Offered

Anptyss leveraged its Digital Knowledge Operations™ (DKO™) framework to co-create agile business operations with global delivery capabilities.

Key solution delivered:



Re-engineered business processes to enable **agile delivery**.



Robust **quality control framework** for risk management & compliance.



Extensive **RPA**, intelligent document extraction, and more.



Scalable staffing with **dual-location** managed services.

Business Outcomes



~15% improvement in the closing cycle



~20% efficiency improvement



100% audit compliance with zero tolerance.



100% cross-training of personnel

Want to explore our intelligent digital solutions for your business?

Write to us:

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