



Custom-Built Digital Learning Platform Helps a US-Based Mortgage Lender Scale Up Employee Training with 75% Less Efforts



Client Introduction

A well-known mortgage lending institution in the US, offering simplified home loan options through conventional mortgages, refinance, FHA loans, and other services.

Problem Statement

- ❖ Unscalable setup with limited training capacity for employees organized in batches. Limited provisions for training multiple batches in tandem.
- ❖ The conventional “in-person” training approach demanded persistent efforts to repeat the sessions on an ongoing basis.
- ❖ High dependence on training individuals with limited availability, efficiency, and agility to adapt to any changes or special requirements.
- ❖ Outdated LMS, ineffective for upskilling geographically spread teams in a hybrid/remote work setup.
- ❖ Lack of real-time responsiveness in adapting to any changes in the program guidelines and communication.

Solutions Offered



Anptyss deployed a proprietary, state-of-the-art Digital Learning Platform with highly gamified, content-rich e-learning modules, personalized interactivity, and other capabilities – a few of them a “first” in the domain.

The bespoke digital learning platform was designed by Anptyss team to overlay the completely overhauled Learning Management System (LMS) 2.0, enabling large-scale commissioning of






“training-as-a-service” across the client organization, user devices, and online/remote locations.

Developed in line with the Digital Knowledge Operations™ (DKO)™ framework, the e-learning platform offered cutting-edge features viz. interactive training modules, gamification, personalization, on-demand assessments and certifications, and more.

Key solution delivered:

- Scenario-based** learning video courses 
- E-learning** Center of Excellence 
- Gamified** assessments and quizzes 
- Certifications** to foster credibility 
- Live** progress reporting 
- Simplified UI** for updating the content 
- Root cause analysis** to improve performance 

Business Outcomes

-  **75%** reduction in efforts
-  **100% scalability** to train employees
-  **24*7 availability**
-  **Adherence** to CFPB, Dodd-Frank, and OFAC
-  **Single source** of truth

Want to explore our intelligent digital solutions for your business?

Write to us:

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