

# Outsource and Outstand

## The best solution to challenge competition



In the recent years, the mortgage industry has undergone radical transformation brought in by declining collateral values, weakening borrower-credit quality, fluctuating interest rates, shrinking loan volumes, changing regulations and increasing costs. In order to gain advantage in the challenging environment, mortgage providers are forced to adapt and find innovative solutions to propel business performance and foster growth.

### Outsourcing - A Strategic Imperative

HCL BPO with its value based multi-service approach and deep domain expertise helps the Client transform the existing mortgage processing methods, to improve efficiency and stay above competition.

Beyond conventional BPO that would be restricted to cost savings, HCL's mortgage business process management solutions streamlines the Client's mortgage processing by ingenious application of technology and process automation tools.

#### HCL provides solutions to

- Increase speed of execution**  
To compete for a shrinking pool of business, executing swiftly is a key competitive advantage
- Re-engineer processes**  
Straight-through-processing and data access are enhanced by process optimization and standardization
- Achieve platform flexibility and compatibility**  
Integrating legacy platforms, while adding functionality over time
- Convert fixed cost to variable cost**  
Through transaction based pricing and rapid scaling of services
- Cost reduction**  
Cost reductions of over 20%, that continues over the next five years

HCL's Mortgage Process Outsourcing offers a cost effective and customized process enhancement solution catering to specific business requirement. HCL BPO helps leading mortgage providers and conveyancers to comply with regulations, mortgage processing and managing transformational challenges.

With significant experience in the IT space, HCL combines its expertise to offer an Integrated Business Value to its Clients. HCL's Mortgage BPO provides select origination, processing, lender support operations and customer acquisition services.

### HCL BPO's Mortgage Solutions

Pre-Qualification Services	Loan Origination Services	Loan Processing Services	Underwriting Services	Pre-Closure	Closure	Post-Closure Services	Servicing
Inbound enquiries	Application registration	Credit check	Credit evaluation	Title verification	Loan documentation	Escrow a/c	Account Enquiries
Outbound calls	Document handling	Collection of borrower Information	Commitment issuance	Property insurance	Closing instructions documentation	Registration of docs	Accounting & Reconciliation
	Collection of borrower Information	Asset verification activities	Check for supporting documents	Home owner's policy	Funding authorization	Taxes & insurance collection	Skip tracing
		Property appraisal		Flood certificate issuance		Property tax accounting	Early stage collections
		Hazard insurance		Legal clearance		Forbearance	Late stage collections
				Property valuation		Welcome calls	Overdue payment processing
							Legal Action

**HCL direct experience**

**HCL leverageable capacity**

**In scope**   **Out of scope**

### HCL Differentiators

- Expertise** – Strong domain knowledge and capability acquired by managing unique engagements for global financial giants through industry experts
- Experience** – Knowledge gained by working on 150+ processes with industry leaders in complex services such as mortgage conveyancing
- Strong Customer Focus** – Ranks in the top 3 globally for Highest Client Satisfaction in Business Process Outsourcing by Black Book of Outsourcing
- Operational Excellence** – Committed to deliver the highest quality by following Six Sigma procedures using empowered work teams
- Savings** – Guaranteed savings through process efficiencies, optimization and standardization
- Innovative Business Models** – Exceptional provenance of structuring and successfully nurturing diverse and innovative models of engagement
- Pioneered blended-shore operations** among Indian BPO service providers
- Robust Transition Methodology** – Proprietary ARMOR methodology provides the process, tool set and templates to dramatically decrease the time to transition to delivery cycle for an implementation

## HCL Advantage

- Expertise
- Entrepreneurial spirit
- Offshoring Expertise
- Process Expertise
- Robust Frameworks
- Access to Intellectual Capital

**The Overall Advantage**  
**Our domain expertise, proven track record and truly integrated Technology + Operations + Infrastructure services, help us deliver synergies and create value for our Client.**

### CASE STUDY 1

#### Client:

- US based full service mortgage banker/ broker
- Services home financing needs of residents of California and beyond
  - Has 100 loan programs available to satisfy borrower's specific financing requirements, regardless of past credit performance

#### Area of Engagement:

Mortgage Lead Generation

#### Solution:

- Scrubbing of database for removing DNC (Do Not Call) customers
- Outbound calls to prospective customers for new business initiatives (refinancing the mortgage loan)
- The agent confirms the details with the customer and gets the customer's consent to transfer the call to a loan officer (at our Client's site)
- Customer consent to transfer the call to loan officer present onsite
- Fulfillment of mortgage requirement through client loan officer

#### Results

- Increased qualified sales opportunity for the client through new customer acquisition
- Operational efficiency – exceeding the sales per hour SLA set by the client
- Flexibility in managing New Call Campaigns at short notice
- Reduced cost of acquisition
- Predictive dialer – better utilization of client database

### CASE STUDY 2

#### Client:

- US based Leading Flood Determination Service Provider
- Delivers online flood information and services for the mortgage, real estate and appraisal industries
  - Certified by NFDA (National Flood Determination Association)

#### Area of Engagement:

- Flood Zone determination activities

#### Solution:

- HCL provides Flood Zone determination of US Properties and issuance of flood certificates
- HCL also uses state-of-art GIS (Geographic Information Systems) technology, which overlays digitized flood maps with street and address information
- It involves research work and database management of maps and properties
- Outgoing calls to county offices for additional information

#### Results

- Higher accuracy of determination aided with stringent quality benchmarks and certifications
- Cost per determination to the Client was brought down by 70% resulting in significant margins and profitability
- Enhanced productivity; 50% increase in determinations per agent per day
- Higher accuracy of determinations aided with stringent quality benchmarks and certifications
- Ability and experience to achieve quick ramp-up of qualified resources to handle increase in volumes
- Capability to expedite 'priority' determinations
- Capability to handle enhanced range of services in GIS space

### CASE STUDY 3

#### Client:

- Subsidiary of UK's biggest player in the Residential Property Market
- It is a third party intermediary providing conveyancing services to a host of lenders in the remortgage space.

#### Area of Engagement:

- Mortgage Transaction Processing
- Surveying and Property Valuation
- Property Finance
- Conveyancing

#### Solution:

- Indexing of documents to the matter
- Transposition of data from document to remortgage matter in the Case Management Application
- Processing legal and financial documentation
- Reviewing and validating legal and financial documentation
- Queries and Title Searches
- Voice Process: It involves outbound calls by HCL team to various entities in UK for obtaining all the necessary mortgage details. Entities include Banks, Financial institutions, lenders and landlords

#### Results

- New product from a global delivery platform
- 80% reduction in client's price as offered to lender
- 100% reduction in average handling time in seven months through automation and continuous process enhancement
- Inhouse MIS tool developed which helped in higher control
- HCL staff with high domain expertise: SIM Search, Leasehold, Title Document Review.
- Consistently achieved over 98% quality metrics
- Initial Phase: 98.14%, Current: 99.57%

## About HCL

HCL BPO Services is a division of HCL Technologies Limited, a Global Technology and IT Company. HCL as a group is a 31-year-old enterprise, with USD 4.8 billion revenue and 55,000 professionals who operate out of 18 countries.

HCL BPO is one of the early players of Business Process Outsourcing. With 40 customers (14 Fortune 500/ 11 Fortune Global 500), 150+ processes and 13,200+ professionals operating out of

India and Northern Ireland, HCL BPO has strong domain knowledge and runs quality driven processes. HCL BPO Services ranks 3rd in Highest Satisfaction for Business Process Outsourcing by the Black Book of Outsourcing, 2007. HCL BPO Services is the largest BPO service provider in Northern Ireland and ranks 2nd in the Global Peer Group of BPO Service Providers.