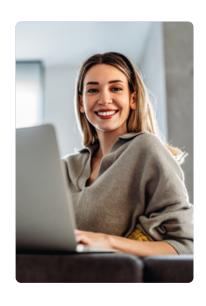


Single-view customer assistance system

Cutting total costs by 25% while improving regulatory compliance and customer service

Case study







Challenge

A top-5 U.S. loan servicer was having trouble pulling together a single, unabridged view of its default management process. Various toolsets and processes had been employed, but customers and internal resources found it challenging to form a comprehensive operational picture in a heavily siloed organization. Customers had to call the servicer repeatedly to find out where they were in the process, leaving a trail of voicemail messages. Internal staff were struggling to communicate borrower status and were faced with conflicting information spread across several technology platforms.



By making use of the EarlyResolution collections, workflow and borrower portal capabilities, the client's audit trail, customer experience and overall efficiency improved dramatically.



Processing cycle times were reduced by more than 20%, ensuring borrowers received help more rapidly. The reenergized process also reduced regulatory risks. Cutting cycle times and the technology footprint helped our client achieve a 25% reduction in total servicing costs.

About Fintego, a DXC Technology Company, is a trusted partner in global digital transformation and a leader in delivering competitive advantage in the software-defined world. We engineer and deliver innovative services and products that shape the future of industries by leveraging our extensive partnership network and deep industry-specific expertise.

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