

Deploy RPA to optimise associate productivity and costs

CASE STUDY

Customer Service

US mortgage provider



250%

jump in output per associate

Goals

- Automate high volume, low complexity aspects of the loan set-up process.
- Efficiently handle loan application documents arriving in multiple, unstructured formats.
- Reduce processing errors.

Solution

- Re-engineering of loan processes and deployment of robotic process automation.
- Machine-learning-based OCR (optical character recognition) solution to extract data from a wide variety of unstructured formats.
- Exceptions management process for poor quality images.

Results

- 50% FTE reduction in the loan set-up process.
- 100% data accuracy across processes.
- Automation of 70% of labour-intensive parts of the process.
- 250% improvement in output per associate.