

National Mortgage Lender

Business Challenge

A correspondent lender in the Midwest needed to boost revenue by 20% without increasing staff. To achieve this, they knew their underwriting process had to be faster and more efficient. In addition, management lacked visibility into processes and noticed poor communication between branches.

Solution

For the lending company to gain the visibility, collaboration and speed it desired, Pyramid Solutions implemented an advanced case management solution leveraging [IBM Case Manager](#) and [Pyramid eXpeditor for Case](#). The underwriting solution automates tasks and tackles a major source of delay: exception processing. The solution now knows how to deal with exceptions and quickly directs them to the right employees. Through a single interface employees have a holistic view of loans that improves back-office efficiency and communication among the organization - including all branches. Fitted with real-time dashboards, the management team has access to KPIs, ensuring loan work flows at the speed required to meet corporate targets.

Business Benefits

- **Faster loan processing** from automation and improved exception handling
- **Higher customer satisfaction**
- **Faster transfers** of assets to investors
- **Rapid response** to regulatory changes
- **Increased visibility** with real-time dashboards

