

Mortgage Lender Gains Visibility & Efficiency in MSR Acquisition Audit

Challenge

A national mortgage lender manually applied its audit policies every time it purchased Mortgage Servicing Rights (MSR) from business partners. Each audit must adhere to compliance standards and regulations, however, the manual effort to perform every audit was a bottleneck that made the process take weeks longer than necessary. Since MSR packages are sent in bulk (typical one being 18,000), increasing the workforce was not an effective long-term solution. In addition, the current process did not provide the ability to track, measure, report or investigate any KPIs.

Solution

Leveraging [Pyramid eXpeditor for Case](#) in the cloud, we helped the lender gain efficiency and visibility. The solution automates the task of comparing servicing data to extracted document data and generates red flags for data needing human intervention. Employees no longer review correct data. Instead, they only focus on data that is incorrect.

With PX for Case, our client not only decreased the time and cost associated with audits, but increased the percent of audits performed. They are processing audits faster and tracking employee productivity, overall risk of each loan, where a loan is within the process and how long the process takes, all of which enable them to continually make process improvements.

Deploying in the cloud also gives our client the ability to easily expand and scale these capabilities into other departments across the organization.

Solution Benefits

- Reduced loan risk
- Decreased duplicative efforts
- Improved productivity
- Reduced operating costs
- Increased data integrity
- Agile for market fluctuations
- Improved process visibility