



KONICA MINOLTA



**THE INITIAL INVESTMENT  
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THE FIRST YEAR, THE  
CLIENT ELIMINATED  
OVER 4,000 HOURS OF  
MANUAL PROCESSES**

## **THE MORTGAGE INDUSTRY EMBRACES INTELLIGENT AUTOMATION**

The mortgage outsourcing market in the UK is expanding rapidly. Outsourcing mortgage operations to the right provider can be an efficient route to changing a lender's cost profile. Savings around of 30 per cent are common, although some banks achieve up to 50 per cent, particularly those with sizeable books. Just

as importantly though, outsourcing can bring more flexibility to a lender's cost model, enabling a more rapid scaling up and down of operations. It can also help reduce large investments and change costs, as these can be funded by the outsourced service provider and shared among its multiple clients.

Giving Shape to Ideas

**OPTIMISED END-TO-END  
BUSINESS SOLUTIONS**



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# RPA WILL FURTHER REDUCE OPERATIONAL COSTS, IMPROVE SERVICE LEVELS AND DIFFERENTIATE SERVICE OFFERINGS

## SUMMARY

To remain competitive, mortgage servicers have needed to grow their business, whilst attempting to retain the same staffing levels without compromising on the quality of service they provide. To achieve this, it is recognised that further automation is required to eliminate repetitive, low value, manual processes.

The Robotic Process Automation (RPA) initiative was championed by the CEO of one of the UK's largest mortgage servicing providers who invited senior managers and key stakeholders in the business to a meeting with Konica Minolta's Intelligent Automation Team. The key message was that the business had ambitious growth plans and that technologies such as RPA was not a threat to jobs, rather it had the potential to differentiate their service offering and release employees from dull, repetitive work allowing them more time to focus on valuable customer facing activities.

## CHALLENGE

The leading mortgage servicing provider, manages a range of loan types on behalf of lenders and investors across both performing and non-performing assets. The company works with a range of financial institutions including high street banks, building societies, insurance companies and investment funds. It has a dedicated, experienced mortgage servicing team managing residential mortgages (including buy-to-let and lifetime products) and small balanced commercial mortgages for consumers and SMEs.

Its core mortgage servicing platform is seamlessly integrated with its case management, origination, imaging, reporting and financial systems. Through its intuitive user-friendly interface, all loans are serviced on a platform which allows seamless management of the complete lifecycle of a loan from completion through to redemption.

The systems provide invaluable up to date information on each mortgage account, the status of individual accounts and the performance of entire loan pools.

Outside of the core line of business systems, there are still multiple processes where customer service agents are manually transferring data to and from spreadsheets, web portals, email inboxes and line of business applications etc. With a view to automating manual time-intensive tasks, the client decided to invest in Konica Minolta's Intelligent Automation solution.

## SOLUTION

Having reviewed the RPA market, the mortgage servicing provider selected Konica Minolta's Intelligent Automation solution as it was tried and tested and delivered an enterprise server-based architecture, low cost of deployment and ease of use.

Konica Minolta was invited to give a RPA demonstration and show how easy it is for business users to build and test robots, without the need for coding or support from IT. Using the client's own systems and data Konica Minolta was able to quickly build a prototype.

The client put together a small team comprising of a project manager and business analyst who with support from licon conducted a series of Business Value Assessments (BVAs). This involved working with the business to identify manual processes that could be automated. The focus was firmly on high volume, repetitive processes that did not involve high complexity where there was a lot of manual keying from one system to another. Some 'quick wins' were identified in areas such as loan origination, loan book on-boarding, cash book updating, bank reconciliation, compliance reporting and DSAR processing. For each process a BVA was generated which examined the processes and systems involved and an assessment of the ease with which they could be automated. The cost savings, productivity improvements and efficiency gains that could be made for each process were calculated.

Konica Minolta's Intelligent Automation project team worked alongside the client to build the first software robot. Using an agile, approach the team was able model the process, design the robot, test, de-bug and deploy within five days. The in-house team were soon self-sufficient and quickly built and deployed further robots.

## THE RESULTS

The initial investment had an ROI of less than nine months. In the first year, the client eliminated over 4,000 hours of manual processes which meant that their servicing teams were able to devote more time to client-facing activities.

This is just the start, the company has identified another 15 candidate processes that can be automated using Konica Minolta's Intelligent Automation solution which will further reduce operational costs, improve service levels and differentiate their service offering in an extremely competitive marketplace.

**Call Konica Minolta now to find out how to transform your information flow and streamline your business processes.**

**PLEASE CONTACT US AT:**

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