

# **TRANSFORMING THE MORTGAGE BUSINESS THROUGH IMPROVEMENTS IN OPERATIONAL EFFICIENCIES**

**– A LARGE BUILDING SOCIETY**

**Raghavendra C. Kerur**

**Sameer Pant**

**Kethar Sivajirao**








**accenture**

# TRANSFORMING THE MORTGAGE BUSINESS THROUGH IMPROVEMENTS IN OPERATIONAL EFFICIENCIES

## CLIENT CONTEXT





The client is a retail bank in the UK, and a large Building Society that provides retail banking services to about 15 Mn customers in the UK and has been consistently the top 3 Mortgages provider in the UK. Accenture has been engaged in providing AD and AM services in the area of Mortgages.

## THE CHALLENGE



-  • Long Mortgage Case processing time
-  • Costly and longer development cycles
-  • Inflexible Operating Model
-  • Slow pace of change delivery
-  • ~16,500 customers affected by faults
-  • ~ 6000 incidents per month
-  • High incident volume resulting in high turnaround time for Mortgage offers (~3 days delay)
-  • High manual Mortgages re-key into legacy system

## THE JOURNEY

### Transformed the Mortgage business

-  • Automated **Intermediary / Broker Registration**
-  • Increased resilience by moving from single Credit Agency to **multi-bureau model for decisioning**
-  • Carbon Footprint reduction leveraging **Electronic COT and Offer copies to solicitors**
-  • **API Enablement on cloud (AWS)** for Mortgage Operations thereby enhancing productivity for business and reducing turnaround time for operations

### Simplified Change Delivery and Operational Efficiency

-  • Operational Efficiency improved through **automated vetting** and assessing of proof documents
-  • Setup Agile (**SCRUM + Kanban**) delivery model
- Automated all phases of change life cycle leveraging **DevSecOps**
- Operating model efficiencies through regular **visits to Mortgage Operations Centers**
- Established **AD-AM synergies** by with combined AD-AM teams working on One **common backlog**

## KEY IMPACT





## CLIENT TESTIMONY



**It's simply an outstanding effort and translates into so many wonderful moments for our Members. Congratulations to you all!! Awesome work**

***Rachel Sinclair***  
***Mission Lead, Mortgages***



**Thank you.**