

VISIONET

Digital Defined Digital Delivered

CASE STUDY FOR VISIRELEASE

Client profile:

A leading Bank in Florida (One of Nation's Top lenders) with \$13 Billion Loan production in Mortgage, recently acquired by another major bank in the same region. They are our existing client for document classification, data extraction and pre-purchase review

Problem:

The client is anticipating an increase in payoff volume in the following 6 months related to down payment assistant loans that will be fore given. As a result, they anticipated the need to place more resources to manage the payoff volume

Solution:

In connection with Visionet's value-add solutions, we presented client with an outsourcing solution to increase efficiencies, lower internal labor costs and maintain high level of customer service

Services offered:

Hybrid model with e2e lien release preparation, processing and recording

Deciding factors:

Visionet's deep domain expertise in e2e lien release and advanced technology suite Visirelease was a major influencing factor for the client to choose us. Visionet's exemplary customer service levels and support was another factor adding more value to our relationship

Benefits for client:

1. Lower costs and re-deployment of existing resources into other high valued tasks
2. High quality, tech enabled expert service and support
3. Flexible, scalable, customizable and reliable operations adding efficiency
4. Adherence to all regulatory compliances leading to higher borrower retention
5. Affordable, cost effective solutions as Onshore/Offshore model with over 30% cost savings
6. Elimination of the need to hire additional resources and infrastructure which would have burdened them with more costs
7. Availability of end to end Mortgage BPO services & solutions