

### About the Client

A leading Mortgage and Insurance Broker Company based at United Kingdom.

### Client Challenge

The client serves more than 20 banks in processing mortgage loan for the respective customers. Whenever the client receives a loan application, the employee will manually fill the customer details into their legacy system. Their Legacy system will automatically calculate the customer creditability and shows the suitable Loan provider site to the employee. The employee will manually fill up these fundamental in the bank's website. Each application takes 3-4 hours. It also includes navigation through various pages in the bank websites and authentication of the borrower's KYC. This is a cumbersome process and is prone to human error. Even with a highly proficient agent, the company could achieve only 1 or 2 Loan Request/man-hour.

### Solution Offered

Qruize Magic - An iRPA suite has been deployed to take over the client's day-to-day manual mortgage loan processing tasks. Digital workforces (Bots) has been deployed, along with the integration of client's system with respective bank (20 banks) websites. Helped in scanning the required data from the customer documents, authenticate their KYCs, performed automated data entries. The overall process would be stored as a structured data and also provided greater insights to the key stakeholders. The iRPA solution helped the client to process 1000 loan request per day with 100% accuracy, increased their turn around time and productivity. Also helped them to stick to the SLA and deliver high-quality services at a very minimal cost and time.

### Partnership Results



**1000+**

of mortgage loan  
requests processed  
per day

**100%**

of the manual task  
automated with  
error free.



Greater time, cost  
savings and better  
customer satisfaction.