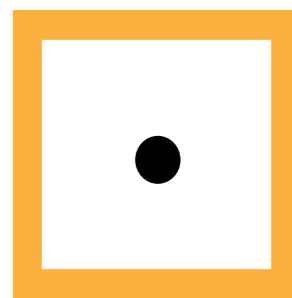# How a Large Servicer of Mortgages improved their bulk Loan processing capability

**DOCVU●AI**

View Inside a Document
Powered by AI

## THE BACKGROUND

This is a case study about one of the large Services of Mortgages. Our client is involved in Subservicing (Full/Interim/Backup/Component), Special Servicing etc. They offer lenders, investors and other mortgage servicers personalized solutions that span the mortgage life cycle and enhance security, customer satisfaction, retention capabilities and profitability. As is the case in the industry in which the client is, there has been a huge requirement for Bulk processing of loans. This lead to some problems which the client was not in a position to handle properly.

COMPANY
### A Large Servicer of Loans

REVENUES
### $ 30.2 M
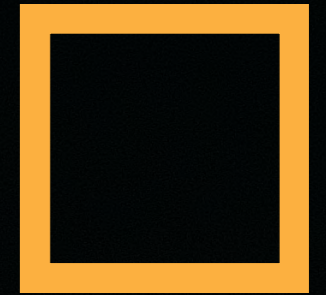
PEOPLE EMPLOYED
### 144

## The Problem statement

The high volumes and variability in demand lead to unpredictable outcome such as quality, scalability etc. Though the team was optimized for forecasted volume as soon as the volume increased the team was left scrambling for resources. The turnaround times and Quality SLAs were not met and this caused a lot of concern among the senior management.

Moreover there were other problems.

Loans coming from multiple sellers were not in uniform format which led to extended time spent on due diligence of loans. This created a higher amount of variability in the processing times for the packages. There was a lack of uniformity in the way the individual loans had to be dealt with.
The client didn't have an automated system to deal with the volumes as they were manually processing Mortgage documents for bulk loans. This was very critical from the point of view of scalability.

## DocVu.AI as a solution

The client decided to try out DocVu.AI as a solution to the problem. The cloud enabled enterprise OCR solution's Business rules engine, Built in Workflow and Exception handling capabilities successfully processed large volume variations.

DocVu.AI standardized due diligence by applying configurable business rules leveraging automation which improves TAT and quality. DocVu.AI's Machine learning capabilities specifically designed for mortgage document processing combines speed with accuracy to analyze data.
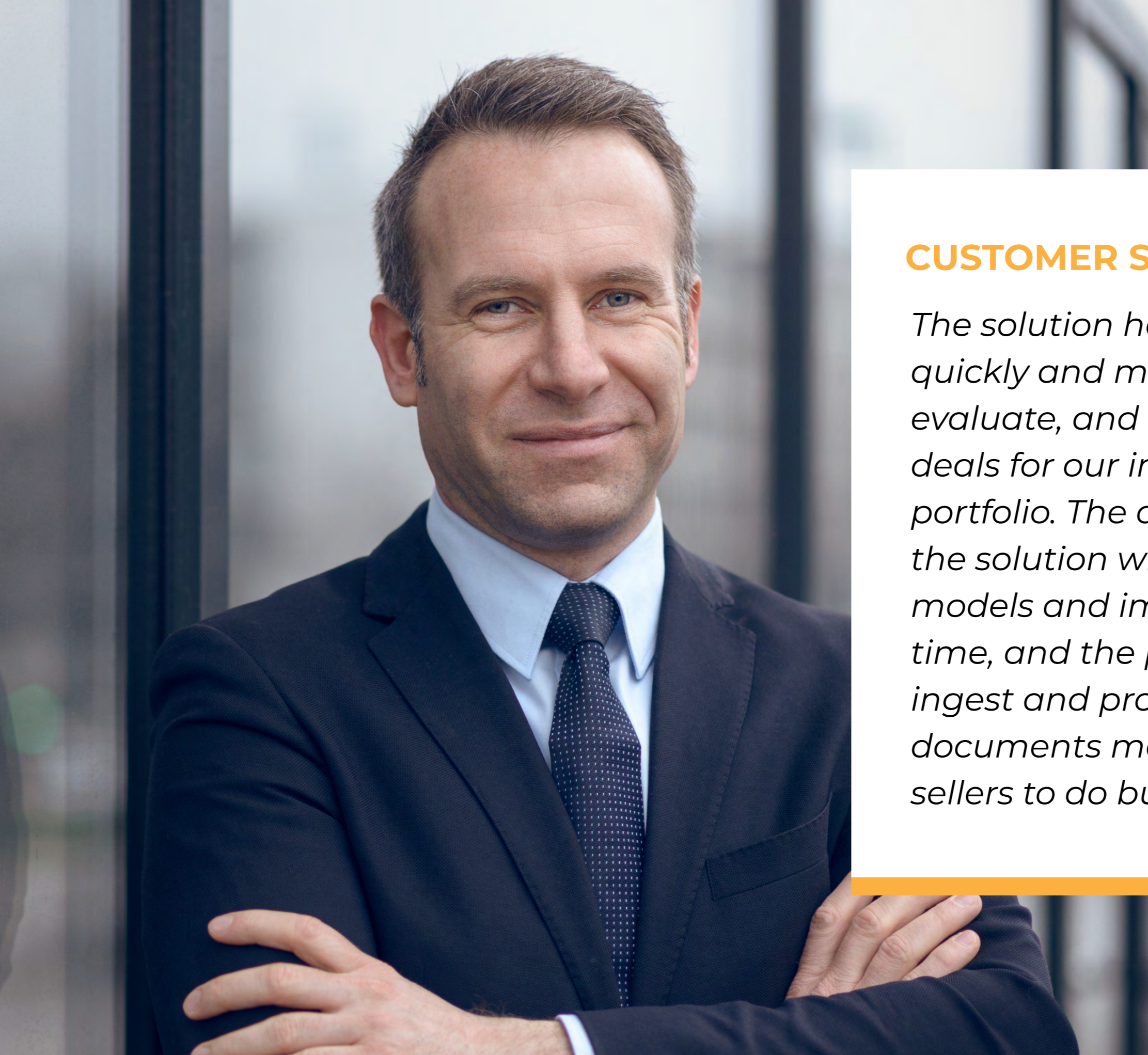
## THE RESULTS

DocVu.AI achieved the client's objectives. DocVu.AI met the variability in demand due to the bulk transfer scenario that the client has been struggling with. DocVu.AI's Machine learning proved the difference in raising the accuracy which was critical for success.
As there has been a preconfigured support for document templates usually used in the mortgage processes in various states there onboarding time was cut short and the entire system was fully ready within a few weeks compared to months it used to take earlier for onboarding resources in the stare and compare manual process.

DOCVU.AI INCREASED THE NUMBER OF LOANS PROCESSED
**200% within 6 months**

DOCVU.AI'S ACCURACY FOR DELIVERY
**99.2%**

## CUSTOMER SPEAK

*The solution has allowed us to quickly and more cost-effectively evaluate, and bid on, and secure deals for our investment portfolio. The data collected by the solution will feed into our models and improve them over time, and the products ability to ingest and process loan documents makes it easier for sellers to do business with us*

## More about DocVu.AI

DocVu.AI is a leading cloud based intelligent document processing Platform with AI/ML capabilities to accurately process raw mortgage documents into data. DocVu.AI's industry leading OCR technology easily deals with a wide variety of image quality. Coming from Visionet, a technology company with special focus on Mortgage industry the solution is very nimble and agile. DocVu.AI can be hosted on cloud (Public and private) as well as installed on premise. The system has very minimal upfront cost. It comes with a transactional/flexible pricing model the Total cost of ownership to the organization is optimized. Please let us know a convenient time and we can demonstrate the system for interested clients and even process some of your loan document free of commitment on a trial basis.