



Mid-Market mortgage servicer partners with Incedo for Digital and Technology platforms

Our Client: A mid-market specialized mortgage lender and servicer on a high growth trajectory

Their business portfolio comprises originations and robust servicing capability for MSRs. Incedo has been the primary technology and digital transformation partner with this client since 2012. During this time, the client has witnessed 3.5X increase in the number of users, 4X increase in the number of customers, and a growing products portfolio.

Context

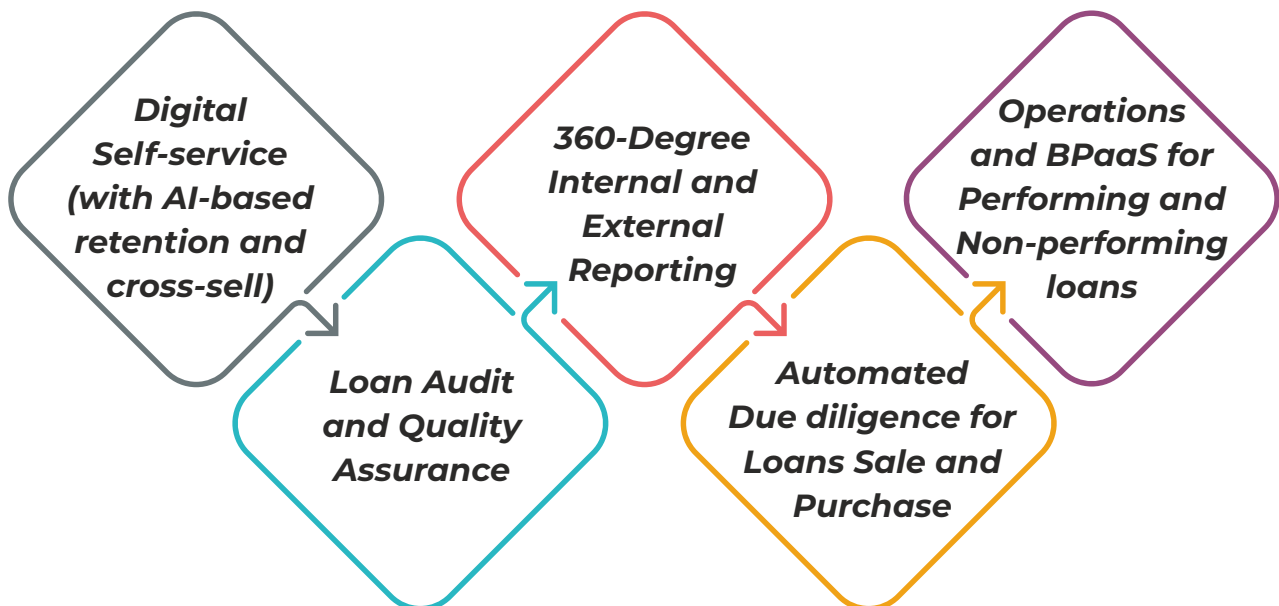
The client was looking for a strategic partner with deep mortgage practice and proven capability to digitally transform the loan servicing operations to drive productivity, and enhance B2B and B2C client experience. Strategic priorities for the client were - radically improve digital self service, improving customer NPS, reduce dependency on call center, automate back office operations - and leverage emerging technologies to enable the growth journey.

Design and Transformation-led Solution

Incedo empowered the client with technology capabilities encompassing the mortgage value chain. Our practices across Mortgage, Design, Digital and Platform Engineering came together to accelerate client's digital transformation journey, and delivered highly efficient customer-facing and mortgage servicing platforms.

We built modern and intelligent SaaS solutions based on Cloud, Automated workflows, and AI-driven personalization - with intuitive user experience. Incedo's Design Studio was brought in to reimagine customer journey, enhance UI and UX, and accelerate the go-to-market. We have continued to enhance platforms, and rapidly deliver new capabilities using Agile methodology.

Platforms



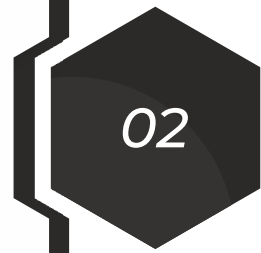
On behalf of the same client, we run processes such as Customer setup, Bankruptcy filing, Quality Controls, Foreclosure, and backend support for customer service. Through standardizing all solutions to the common technology stack, we are helping the client to achieve - Enterprise Architecture strategy - Lower Total Cost of Ownership - and Embedding Agility across enterprise. Our focus is to help our client respond to new opportunities, and unanticipated situations, such as the recent Covid-19 pandemic. This has required mortgage servicing companies to extend greater handholding for customers, and support through Forbearance.

The Impact



70-90% Straight Through Processing resulting in enhanced customer experience, improved retention, and much reduced cost to serve

23% increase in self-service leading to lower cost to serve, and improved NPS



35-45% Cost Optimization and 70-90% Straight Through Processing leading to improved Efficiency, Agility, and Scaling

About Incedo

Incedo is a US-based consulting, analytics and technology services firm. We help our clients achieve competitive advantage through End-to-End Digital Transformation. We have deep domain expertise in Financial Services, Telecom, Life Science & Healthcare and Product Engineering. Our uniqueness lies in bringing together strong engineering, data science and design capabilities with domain understanding and experience from digital natives. We cut across the constantly blurring boundaries between services and products to maximize business impact from emerging technologies. Our 1900-strong workforce operates from six offices across the United States (Our world HQ is in Iselin, New Jersey) and India. Incedo is a "Major Contender" in the Everest Group 2020 Peak Matrix Assessment, of leading Banking and Financial Services IT firms. We have been recognized by INC5000 as one of the fastest-growing companies and by CRN amongst Top IT Consultant and Service Providers in the US consistently for the last five years.

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