

CASE STUDY

CUSTOMER INFORMATION

Our customer is a specialist risk and compliance firm that offers governance and risk consulting services to clients across the globe. It is also a leading organization in business process outsourcing area and provides state of the art technology based solutions for mortgage sector solutions which are highly stable, autonomous and effective. They provide integrated Since servicing its first customers in late 2004, the company has built the practice with the help of two sets of very strategic and powerful brand ambassadors – its customers & its people.

CHALLENGES/BUSINESS NEEDS

As our client deals in Mortgage sector, they have a need to verify accuracy of information provided related to Loan Property, Insurance Required for that property, Borrower details, etc.

Generally, they rely on third-party service providers to verify this information. Initially they were utilizing 2-3 third-party service providers. Users would log-in to web portals provided by these service providers and then they enter all the information manually, then the service providers would process all the information and generate a report which would validate entered information.

Now, the client started dealing in High Net Worth (HNW) Loans, which required integration with more than 15 different service providers and running more than 22 different reports related to Compliance, Credit Information, e-Sign, etc.

Now, it would require users to log-in to more than 15 portals and enter same details in each portal and generate more than 22 different reports. This becomes very time consuming and results in delay to process all the HNW loans.

SOLUTION

Our solution was based on a Microsoft Dynamics platform after careful review of their existing process. We also reviewed integration possibility with different service providers and then took an approach to build an automated service which would automatically send requests to service providers, receive response and then process their response and update database entities based on it.

We took an approach to create an event in database for each report that is to be generated automatically.

We also developed a service that would run continuously and check for new events. If there is any new event, then this service would process that event.

This service also has fallback feature so that in case any report is failed due to some reason then it will be re-ordered for 3 times before it is marked a failed.



This service will read the event details, then create a request based on that event and then posts the request to appropriate service provider and then wait for response. Once the response is received it will parse that response and then update appropriate values in database.

This service will also store the request and response in an encrypted file.

BUSINESS RESULTS

This service was much appreciated by our clients as it automated one of the most time consuming and mundane task that was done manually.

This service works as a single solution that is used for integration with all the third-party service providers, hence adding a new vendor or removing any existing vendor became very easy.

The business benefits for the clients was huge and they were able to process much more requests then they could ever do earlier.

