Operational Excellence: 3X Cost Savings with Centralized Loan Processing

digitide

Overview

The client is a leading global financial services provider specializing in home loans and loans against property. With a commitment to delivering tailored loan schemes offering long-term funds for housing purposes across its 700 branches, the client partnered with us to streamline their operations and ensure cost-effective expansion to new locations.

Objective

Optimize loan processing, drive scalable growth, and ensure cost-efficient expansion through centralized automation and enhanced compliance.

Business Challenges

To fuel business growth, the client aimed to expand its branch network into underserved regions while maintaining operational excellence in existing decentralized setups. Their goal was to simplify loan processing for customers and improve efficiency across key functions such as loan application management, repayment tracking, and compliance monitoring. Their primary challenges were:

- **Inefficient Expansion:** Lack of Cost-effective branch setup in new regions
- **Irregular Resource Utilization:** Managing higher loan volumes with minimal manpower
- **Operational Inconsistency:** Absence of compliance, accuracy, and real-time oversight

The Solution

To streamline operations across smaller branches, we deployed a centralized processing solution leveraging automation. It was powered by our web application BOOMER, which facilitates seamless communication, real-time tracking, and automated email updates. By enabling two-way communication and integrated repayment tracking, we reduced branch-level manpower, streamlined compliance management, and ultimately enhanced operational performance.

Value Delivered

Our centralized processing and automation allowed the client to reduce its cost of expansion while ensuring real-time loan application tracking. Increased accessibility and resolution of queries was witnessed that further facilitated faster decision-making and enhanced oversight for better governance.

200+ Cases processed monthly with reduced manpower	**3X** Cost reduction with optimized manpower	Faster Business Expansion

Business Benefits

Scalable Branch Network	Accelerated Loan Processing	Enhanced Compliance Management	Faster Decision-making