Global bank sees slow, expensive loan process impacting competitiveness and customer satisfaction.

Business situation

- Loan origination process requires staff to validate all loan application data manually.
- Process is slow, error-prone, and expensive.
- Bank wants to boost competitiveness and customer satisfaction.

Global bank saves $45 million a year by redesigning loan origination processes.

Paul, one of the loan officers in a neighborhood bank branch, doesn't see as many applications returned to him from the bank, requesting more or corrected information. That gives him more time to work closely with customers to better meet their needs.

Sylvia, a loan-origination worker in the bank's central office, no longer spends time manually verifying the data for each application. She has more time for the applications that truly need her attention, boosting productivity.

Bill and Susan, first-time home buyers, found their loan application process faster and simpler than they anticipated. There was no wait only to be told to submit more data. They are satisfied and loyal customers of the bank.

How does it work? Avanade delivered…

- The strongest possible business case, specialized technology leadership, and comprehensive management.
- We implemented an end-to-end loan origination system that automated data verification and moved it into the sales process so that it aligns to the industry standard and reduces operational costs.
- A mainframe-to-PC migration that makes the process much more flexible, simple, and less expensive.

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