



# RPA-as-a-Service

## The Automation Opportunity in Mortgage Lending

A recent [Cognizant study](#) amongst 302 financial executives indicated that nearly 90% feel that automation is important or critical to their business now and in the future. Enterprises can expect to receive two to four full-time equivalents (FTEs) returned per bot for high-volume, low-complexity tasks, and 2.5 FTEs for more complex, lower-volume tasks.

There are [significant opportunities for automation](#) across the loan lifecycle, from origination to performing and default servicing. Loan origination is wrought with manual processes that require human touch to advance loans forward. For example, from application to approval, a typical mortgage currently takes 30 to 45 days to process, according to National Mortgage News. With the increasingly competitive landscape and evolving borrower expectations, lenders are shifting to digital loan experiences that deliver greater accuracy and faster lending decisions.

## Case Study Highlight [Wyndham Capital Mortgage](#)

### Challenge

Wyndham, a leading regional mortgage lender, wanted the ability to scale rapidly and maintain growth without increasing operations costs. Manual processes and volume fluctuations are common in the mortgage industry. Additionally, the technologies used to complete work are not well-integrated, resulting in longer turn-around times and a poor customer experience.

### Solution

The loan setup function was a key pain point for the client. HPA's automation specialists identified and automated a total of 85% of loan setup tasks and 50% of third party ordering tasks that were handled manually by FTEs including: property appraisal requests, fraud and AKA verifications, flood zone determination, as well as fee and point disclosures. Wyndham now has instant scalability to meet demand without added cost and increased borrower confidence with a \$10,000 on-time loan closing guarantee. [Read the Case Study.](#)

### Outcomes

- 94% cost savings
- Reduced average loan closing time by 20 days
- Reduced operating costs to 33% below industry average
- Accelerated loan cycle with 24/7 processing
- \$10,000 on-time closing guarantee
- 60% decrease in 3rd party ordering errors
- 119% increase in YoY loan volume

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## Case Study Highlight Reducing Servicing Time and Cost for a National Mortgage Bank

### Challenge

Over 18 months, the lender spent \$2.5 million unsuccessfully implementing a Pega Robotics solution. In addition to direct processing costs of \$700,000 annually, the work was cyclical and, during peak times, added substantial indirect costs estimated to be over \$800,000. Ultimately, these setbacks reduced their capacity to service loans quickly and within compliance.

### Solution

HPA automated hazard policy pages in Assurant, and memo bills in CoreLogic, which were delivered within two months (with two months for testing and approval.) HPA's automation services allow for around-the-clock processing, enabling employees to spend more time serving customers more effectively.

### Outcomes

- 96% RPA technology savings
- 89% in direct labor savings, 100% indirect savings within 4 months
- On-demand scaling of robotic solution with no added cost improves customer experience and adjusts to achieve full throughput during peak cycles
- Downstream speed and efficiency—Expedient processing of tens of thousands of items, resulting in immediate financial recovery

## Case Study Highlight Accelerating Initial Disclosures for a Bank Holding Company

### Challenge

For a lender with more than 300 locations in 9 states, manually processing initial disclosures took an average of 15 minutes, an associated cost of \$9 per loan. At an average monthly volume of around 700, the lender had two full-time employees dedicated to the process. Initial disclosures requires accurate validation of loan information, as well as timely processing.

### Solution

HPA is partnered with Ellie Mae to deliver custom automation solutions for Encompass clients. With access to the Encompass API, HPA is able to utilize only the loan data needed to process disclosures, which accelerates loan processing time by up to 75%. [Learn more about the benefits of API automation.](#)

### Outcomes

- 22% manual cost savings
- 167 hours saved per month on Initial Disclosures alone, the equivalent of two FTEs

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## Case Study Highlight [Reducing Disclosures Cycle Time for a Regional Bank Group](#)

### Challenge

For a regional bank group with 250 branches, manually processing initial disclosures took an average of 10 minutes, and approval disclosures took an average of 15 minutes. With an average monthly volume over 1,000 for each process, the lender had dedicated five FTEs to managing these two processes, an overhead cost of roughly \$300,000 annually. Both of these disclosure processes require accurate validation of loan information, as well as timely processing. The manual effort was costly and slowed the loan cycle significantly.

### Solution

HPA is partnered with Ellie Mae to deliver custom automation solutions for Encompass clients. With access to the Encompass API, HPA is able to utilize only the loan data needed to process disclosures, which accelerates loan processing time by up to 75%.

### Outcomes

- 80% manual cost savings
- 500 hours saved per month, the equivalent of five FTEs

## Case Study Highlight [Automating Investor Stipulations for a Leading Independent Lender](#)

### Challenge

For an independent mortgage lender specializing in residential home loans, they sought automation because of the cost of carrying stipulations on loans being sold to investors. Manually processing investor stipulations took between 20 and 40 minutes per investor and ran once a day. The lender needed to ensure these processes ran with speed and accuracy.

### Solution

HPA robots log into the lender's proprietary loan origination system and follow the exact steps that mortgage processors take to run the process. The robots run this process seven times a day for eight investors.

### Outcomes

- 32% manual cost savings
- 100% accuracy in reporting
- With always-on robotic processing, reports are run multiple times a day with no operational impact to the business

HPA is partnered with Ellie Mae® to support their mission to accelerate lenders' operational productivity and innovation, reduce lenders' security and risk management, and streamline overall user experience to achieve a true digital mortgage.



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### About HPA, A Cognizant Company

HPA is the leading RPA-as-a-Service provider for lenders seeking secure, reliable intelligent automation solutions. As a proven automation Center of Excellence, we utilize our proprietary technology and extensive reusable code library to deliver scalable RPA programs that accelerate ROI and reduce total cost of ownership.. For more information, please visit [hpa.services](http://hpa.services).

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### About Cognizant

Cognizant (Nasdaq-100: CTSI) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at [www.cognizant.com](http://www.cognizant.com) or follow us [@Cognizant](https://twitter.com/Cognizant).



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