



ABOUT THE CLIENT

US-based full-service lender.

CLIENT CHALLENGE

The company wanted to position itself for rapid growth by partnering with an experienced mortgage service provider, but had never trusted a third party on such a large scale. The goal was to transform every role in operations from post-origination through closing. However, the lender lacked the staff to adequately manage and coordinate the various required tasks while simultaneously managing existing operations. The company turned to Sutherland's highly recommended team for assistance.

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Sutherland rose to the challenge, paid attention to every detail, and professionally kept us all on a desired timeframe. I highly recommend the entire Sutherland Team

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- Client's First Vice
President Operations

THE SUTHERLAND TRANSFORMATION

Sutherland delivers business-to-consumer mortgage processing for FHA, VA, and conventional loans, and fulfillment services from loan origination to closing. This includes component support for junior underwriting, a major component of boosting productivity as requested. Sutherland's integrated mortgage process management services are also a key differentiator, offering not only a highly experienced staff but exceptional teamwork facilitated by close communications end-to-end. The client was well pleased by our team's "ability to communicate and work collaboratively and unselfishly toward the goal" of transitioning all operational roles without disruption to current operations.

PARTNERSHIP RESULTS

Within five months of commencing the project, Sutherland has satisfied the client so well that they felt comfortable ramping up loan volumes and are looking to add more service components to the entire solution. Sutherland also consistently meets or exceeds SLAs for processing time and error rates.

 **10,000**

Loans per month,
up from 2,000 at
the start of the
engagement

 **10%**

Reduction of
aged loans

 **46%**

Raised Net
Promotor Score (NPS)

95%

Success rate for
first-time approval

**End-to-end Mortgage Fulfillment
Loan Origination
Customer Experience**

For more information on how we can help you transform your processes, visit us at www.sutherlandglobal.com, email us at sales@sutherlandglobal.com, or call 1-800-388-4557 ext. 6123.

As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals spanning 19 countries around the world.