

CASE STUDY

Legacy Platform Modernization to Revolutionize Mortgage Services





Digital Overhaul Results in 50% Cost Reduction and 40% Efficiency Improvement

To gain operational efficiencies, enhance customer experience and support future growth, InfoVision was tasked to lead the digital transformation of legacy platforms and applications for a mortgage loan/audit software company. InfoVision overhauled the IT operations and infrastructure hosting for the customer's appraisal fee services (AFS) platform. Using our expertise and experience in payment solutions, we optimized the platform to offer streamlined mortgage merchant services, resulting in a 50% reduction in costs and a 40% improvement in efficiency.



About the Customer

LoanLogics offers mortgage solutions for document processing, quality control and acquisition due diligence. Its range of technologies and services allows residential mortgage lenders, servicers and investors to prioritize automation in order to minimize expenses and mitigate risks during the production, purchase or sale of loan assets.



Business Challenge

LoanLogics aimed to revamp its outdated platform. This required us to promptly address four challenging issues:

- The concerns that lenders, servicers, and insurers bore in managing various fees and payments.
- The intricate and time-consuming process of collecting, processing, and reconciling these payments.
- The need for optimizing transactions of the finance and operations teams.
- The high cost incurred for third-party infrastructure hosting of the platform.

InfoVision's Approach

As a part of the solution provided, InfoVision committed to managing the operation, IT, development and infrastructure hosting of the AFS platform. We provided a streamlined and cost-effective solution for mortgage merchant services by executing the following:



Migration of the platform's infrastructure development environment, **reducing costs by 50%**

Optimizing the borrower's **front-end** experience enabled more mortgage originations without the burden of financing, accounting and payment processing

Seamless integration of the platform into customer's loan origination system, enabling focus on providing **customized customer experiences**

Global support teams established to handle daily payment processing and client inquiries such as payment processing, refunds, and disputes

80%

automation not only led to simplification of mortgage merchant services but was also instrumental in reducing costs significantly.



Business Impact



50%

Reduction
in costs



100%

On-demand
support



40%

Efficiency
increase



Customer Speak

loanlogics®



Dave Parker
CEO



LoanLogics acquired a firm that had starved a product of care and maintenance for years. LoanLogics not only saw great potential in the product, we also wanted to eliminate technical debt and institute world-class technical and business operations for our clients that use the product. I engaged InfoVision along with some other firms and InfoVision rapidly emerged as the most innovative, flexible and collaborative company. Today, there is no comparison to the status of the product, the technology & business operations, and the satisfaction of our clients.



If you are keen to drive digital transformation write to us at
digital@infovision.com | www.infovision.com