

Automated solution to reduce paperwork, manual efforts, and errors in closing mortgage accounts



Opportunity

The procedural steps to close out a mortgage agreement are important, complicated, and time-consuming – making it prone to human errors. A financial services customer in the UK wanted to build new automation that could close mortgages without manual intervention.



Imagining IT Differently

WNS built a solution as two interconnected modules – one to validate the request and verify related account details and records; and the second to execute the procedure of account closure or to alert the customer and mortgage agents about any issue that prevents it.

The automated solution is triggered when a mortgage is paid in full or transferred to a new account.



Future Made Possible

The automated solution eliminated repetitive manual work, significantly reduced the turnaround time and boosting accuracy to 100%.

More importantly, this has helped improve employee morale as the staff is no longer consumed by time-consuming and repetitive activities.

Automation is an important lever for digital success, according to ISG, and this is a standout example due to the complexity of the process and the simplicity of the solution.

***ISG**

Digital Case Study Awards

2021

WNS

UK-based Financial Services

STAND OUT CASE STUDY IN

United Kingdom & Ireland

STAND OUT CASE STUDY IN

Banking and Financial Services