

MORTGAGE PROCESSING

END-TO-END CONTROL FOR IMPROVED COMPLIANCE, CUSTOMER EXPERIENCE AND PROFITABILITY

DST's AWD® solution streamlines and automates the mortgage process for an efficient, compliant and transparent operation. Delivering excellent customer service and enforcing internal controls, it helps lenders adapt to changing market conditions and regulatory demands with confidence.

Old systems, new challenges

In a post-MMR environment, lenders face scrutiny from regulators, pressure from brokers, and a wide range of demands from customers through a variety of channels.

To fend off new competition, businesses need swift, efficient operations that ensure compliant, auditable lending decisions. Instead, inflexible, disparate IT systems, rudimentary workflows or other limitations may work against them:

- ▮ Delays can result from manual collation and distribution of key documents, as well as the need to re-key data into back office systems
- ▮ Missing information in 70% to 90% of applications increases administrative overheads and processing times
- ▮ Failures to prioritise high value and urgent cases diminish the customer experience and results in fewer accepted offers
- ▮ Inefficient allocation of work ties up skilled employees with simple, administrative jobs
- ▮ Broker demands for application updates absorb significant staff time
- ▮ Poor process controls makes it easy to miss key stages, risking compliance problems and delays

Without the right systems, businesses risk higher costs, an increased likelihood of errors and a slower, less profitable operation.

Automated, integrated and intelligent

AWD is DST's flexible, scalable business process and case management solution. It automates processes, directs workflows and provides control and oversight for a fast, effective and fully compliant mortgage process. With near-infinite scalability, it pulls together different processes and integrates existing systems for a cost-effective, robust solution.

AWD delivers genuine straight-through processing for tasks where intervention is not required, efficient task allocation and workflows where it is, and a case management platform for a collaborative, organised approach in which all users have instant access to relevant information and paperwork.

By capturing and organising information with dynamic forms, AWD ensures that data is collected only once and made available throughout the application process to ensure no re-keying is required. Information in existing systems and across the organisation is also automatically integrated. Whether in-branch, through contact centres or online, information automatically populates back office systems and is securely linked to all supporting documentation for easy retrieval.

Organised, intelligent workflows prioritise and assign tasks to the most appropriate staff and escalate actions to ensure timely completion. Alerts and confirmations of key events, automatic document generation and customer reminders all drive the process forward and help avoid delays. Users are guided through a consistent, compliant and optimal processing path for every application, helping to ensure adherence to internal and regulatory process requirements.

Rich management information keeps you in control. Real-time dashboards, reports and analysis give full visibility of the process, enabling managers to track progress and performance with powerful tools. Full tracking of actions and tasks provides a complete auditable record of each application for compliance and management purposes.

The right answer for mortgages

- ▮ The right information
- ▮ Through the right channels
- ▮ To the right people
- ▮ Right through the process

Business benefits

Fully scalable, from a single user to hundreds of thousands and almost unlimited clients, AWD unifies and automates the mortgage process to drive efficiencies, ensure compliance and enhance the customer experience:

- ▮ **Accelerate applications:** Faster processing and reminders to ensure timely completion of tasks without compromising compliance.
- ▮ **Cut costs and avoid errors:** Eliminate data entry with straight-through processing. Existing systems' data is seamlessly integrated, removing the need for duplication.
- ▮ **Provide a consistent customer experience:** Enforce an optimised process and effective prioritisation.
- ▮ **Optimise your online experience:** Tailored portals for customers and brokers give automated notifications and updates through their preferred channel, keeping users fully informed on applications' progress.
- ▮ **Increase productivity:** Smart task management frees skilled staff such as underwriters from simple tasks, while web portals reduce inbound broker and customer enquiries.
- ▮ **Reduce training:** Improve staff performance with a configurable, intuitive web interface and user-defined dashboards.
- ▮ **Keep compliant:** Implement a consistent, transparent process, with a full audit trail and document management to capture all legal contracts, letters to borrowers and other files required for due diligence.
- ▮ **Achieve consistency and control:** Gain full visibility, analysis and reports on the process. Managers can enforce centralised policies across the business and identify bottlenecks and opportunities for improvement.

Why AWD?

- ▮ **Flexible:** Scalable for almost unlimited users and clients, AWD can grow with your business. Regulatory or market changes can be easily accommodated without engaging the IT department. Business users can design and configure or adjust processes with simple drag-and-drop tools.
- ▮ **Cost effective:** AWD integrates and leverages your existing systems for a single, coherent and modern process platform, without the cost and disruption of ripping and replacing legacy systems.
- ▮ **Easy to use:** Simple to set up and changes can be quickly made within the business, without the need to engage IT.
- ▮ **Multi-channel support:** Enhance customer and broker experience through multi-channel engagement, and capture information from a variety of sources such as paper, email, fax, phone, SMS or web.

About DST

DST Business Process Solutions, a wholly-owned subsidiary of DST Systems, Inc., trusted global provider of technology-based services and solutions to the world's best known insurance, retail and commercial banking, retirement, brokerage, utilities and media communications organisations. AWD, our intelligent business process solution, is used by over 400 clients to align people, technology and departments to execute effective operations. For over 20 years, our clients have used AWD to reduce cost, improve customer service, ensure compliance and improve overall operational efficiency. There are now over 250,000 AWD users worldwide.

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