AI-led Lending Modernization

Leverage the power of data and cutting-edge AI to reduce operating costs, deliver frictionless customer experiences, and achieve operational excellence.

Key Challenges of Traditional Lending Processes

The shifting demographics and ever-evolving technologies have resulted in the lending industry facing numerous challenges:

1 Over **60%** of mortgages now originate from non-bank lenders

2 Loan origination profits have dropped over **44%** in 2021

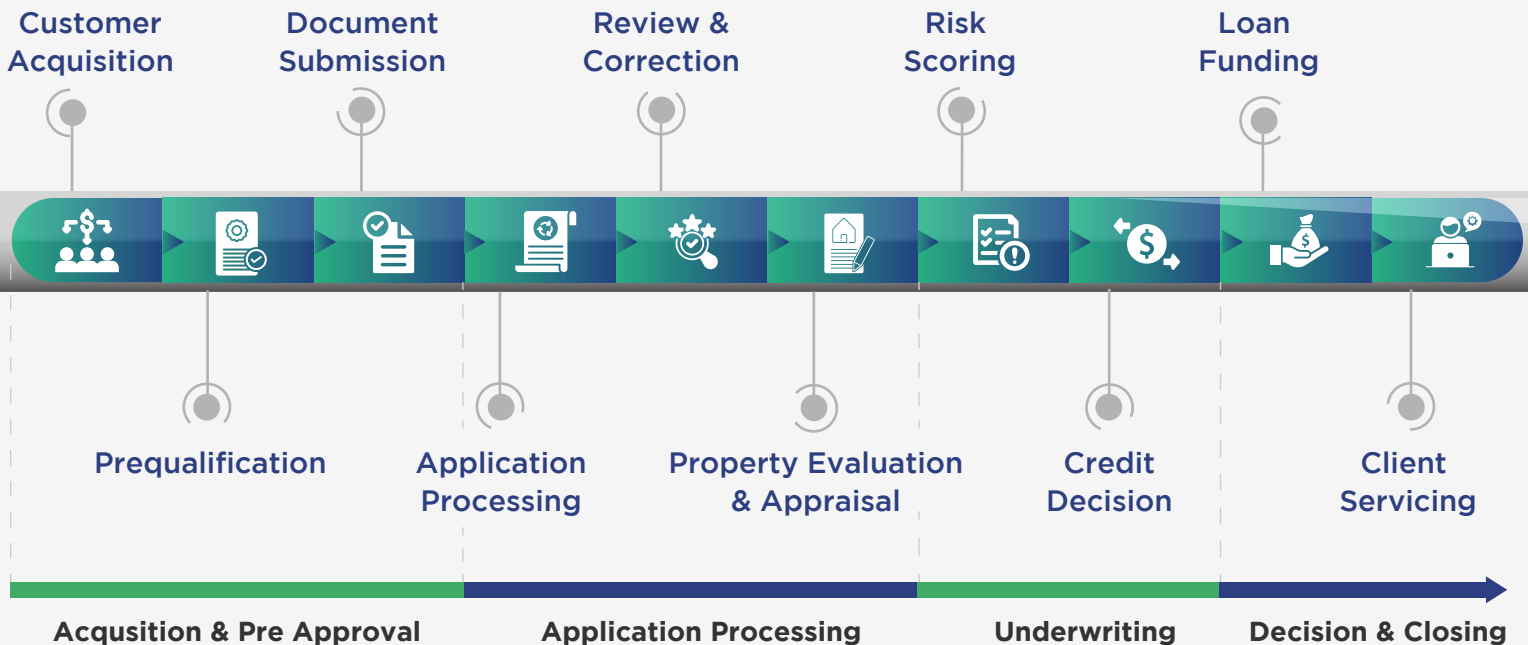**3** 'Speed of the process' is a key factor for **29%** of the borrowers

4 **80%** of customers switch lenders for a superior customer experience

AI-First Digital Engineering for The Lending Ecosystem

Quantiphi's AI-powered solutions will help you modernize the key stages of the lending journey from onboarding to risk assessments and client servicing to reduce operating expenses and offer a superior customer experience.

Customer Acquisition · Document Submission · Review & Correction · Risk Scoring · Loan Funding

Prequalification · Application Processing · Property Evaluation & Appraisal · Credit Decision · Client Servicing

Acqusition & Pre Approval · **Application Processing** · **Underwriting** · **Decision & Closing**

Acquisition and Pre Approval

Reimagine the customer engagement journey with Quantiphi's OneCustomer. Gain a 360-view of your customers to personalize loan offerings, and automate pre-approvals to give your customers a seamless application experience.

Application Processing

Leverage intuitive document intelligence and automate application processing workflows with Dociphi—Quantiph's AI-powered document processing platform. Process 2x more documents accurately, eliminate manual errors and generate insights to prevent fraud.

Underwriting

Harness the power of AI to help underwriters take fast and accurate credit decisions by leveraging customer data. Prioritize the submission documents or process low-risk applications with an automated underwriting workflow to save thousands of human hours in review.

Decision and Closing

Create quotations in real-time, suggest loan rates based on the customer's risk profile, and automatically generate closing documents. Leverage Modern Contact Centers to further handle client servicing for low-level queries.

Success Stories

Digitizing Submission Intake Process

Problem Context

The client, a wholesale lender, wanted to classify submitted documents and accurately extract vital information. The manual document processing workflow was error-prone and effort-intensive.

Solution

Quantiphi deployed an AI-enabled intelligent document processing solution to seamlessly classify and extract information from the documents. We provided a Human-in-the-loop (HITL) mechanism for review and deployed downward connectivity with the output module in MISMO-compliant format. The solution included a self-training ability with HITL inputs and new documents.

Business Impact

| 90% classification accuracy | 85% extraction accuracy | 6 types of document classification | 30+ fields extracted |

Predicting Propensity to Purchase/Refinance

Problem Context

The client, a leading bank in the US, was facing challenges in identifying customers with a high probability of purchasing a mortgage or refinance product.

Solution

Quantiphi consolidated the first-party data and enriched it with data from call centers, promotions, clickstreams, ads, and external data (housing price index). We leveraged the consolidated data to create a 360° view of the customer and deployed a scalable ML model to predict the lead conversion probability. We further integrated the model into clients' existing CRM workflows.

Business Impact

47% increase in mortgage purchase model over the baseline model

25% increase in mortgage refinance model over the baseline model

Awards and Accolades

NelsonHall — Wealth & Asset Management Services - Support for new Digital Banking models	Named as Machine Learning and Social Impact Partner of the Year Award	aws — Recognised as Rising Star of the year 2021	FORRESTER — Named a leader in the Forrester New Wave™: Computer Vision Consultancies, Q4 2020	IDC Innovator — Quantiphi recognized as an IDC Innovator in AI services	AI FINTECH100 RANKINGS 2021 — Recognized as a AIFinTech100 company	Everest Group — Rated as Leading Major Contender in the 'Advanced Analytics and AI Specialist PEAK Matrix'

Get in touch to learn how our holistic digital transformation strategy can help you unlock new growth opportunities, minimize operational expenses, and increase operational efficiency.

Quantiphi is an award-winning AI-first digital engineering company driven by the desire to reimagine and realise transformational opportunities at the heart of business.
visit: www.quantiphi.com

Amsterdam | Boston | Bangalore | London | Mumbai | Princeton | San Jose | Toronto | Trivandrum

Follow us on:

appliedai@quantiphi.com