Client Portal

Introduction

If the US Mortgage Industry was a country, it would have the third largest GDP in the world with a total of $10.3 trillion mortgage debt. One of the largest Mortgage Service companies in US, which works for clients such as the Bank of America and Citi Bank, wanted to leverage our enterprise application development capabilities to boost their competitiveness.

The Challenge

An application was already in place for adding title clearance & closing orders, however, these had to be added by the mortgage service employees. There was no way their clients could place orders safely and efficiently.
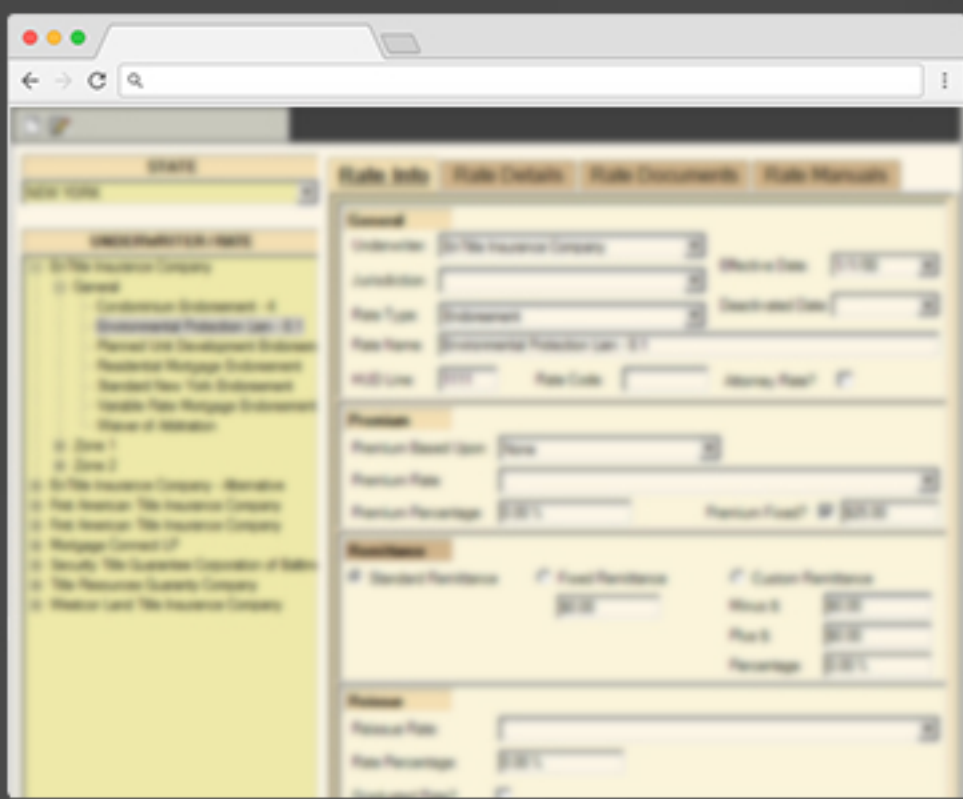

Less Efficient

Less Safe

Less Cost-effective

Strategy & Solution

Integrated with the existing application, a secure Client Portal was developed by our offshore software development team through which clients could add orders themselves.

Seamless Integration

Any order information automatically gets added to the existing application and vice versa. This led to a superior client experience along with more secure and cost-effective order placement.

Streamlined Services

The Client Portal streamlined processing of title clearance services with features such as a rate calculator and a document management system.Centralization and virtualization of orders enable more effective order/project management.

Scalability

This custom application development enables stakeholders to constantly evaluate and improve their services. Various reports, such as the HARP Pipeline and Title Deliver Turn Time, can be generated to help decision-makers identify and analyze key areas of strengths, weaknesses and opportunities.

Technology Used

Microsoft® .NET Framework

Microsoft® SQL Server®