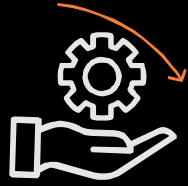


Low Code App delivers improved customer experience

A large
mortgages
service provider
in the US



20%
reduction in loan
cycle time



Client objectives

- One of the largest mortgage servicers in the US with a servicing portfolio of \$500B+ and 3M+ customers was looking to improve process efficiencies and better customer experience.

Challenges

- Manual process involved for every incoming loan request including validations and checks was time consuming leading to customer dissatisfaction.
- Manual data processing not only led to errors but also resulted in poor tracking and pipeline management.

Firstsource solution

- A low code power application – **Loan Tracker** for validation process management.
- App tracks the validation, completion of checklist items and elapsed days for the loan application.
- Queries from different channels are directed to a centralized support portal making it easier to address customer issues.

Business outcomes

- 20% improvement in loan cycle time reduced from 30 to 25 days.
- 25% improvement in processes efficiencies including tracking and pipeline management.
- Effective query resolution and data management resulting in superlative customer experience.

Low Code App enhances HR Processes

Global HR team
of a leading
multinational
BPO



48 hours
TAT achieved

Client objectives

- The BPO has 26,000+ people across the globe with the HR team receiving innumerable queries via different channels which required systematic tracking and closure.

Challenges

- Addressing large number of people queries across channels including Emails, calls, Microsoft Teams, etc.
- Delay in responses due to non-defined TAT and the number of queries to be addressed in a time frame.

Firstsource Solution

- A low code power application – **HRSS ticketing tool** acting as one centralized portal to address all people concerns.
- Tool enables structured tracking with defined TAT and response management.
- End-to-end employee loan lifecycle management from origination to approval process.

Business outcomes

- Ticket response TAT was standardized and achieved within 48 hours.
- Ensured effective management of queries across channels.
- Enriched Employee Experience.

Low Code App elevates CTO's team performance

Tech team of a global CTO team



50% improvement in efficiencies



Client objectives

- A CTO's team including 350+ software engineers and professionals were handling many customer projects ranging from onboarding to internal transformation.
- A centralized project review mechanism was needed for better decision making in serving client needs.

Challenges

- Manual tracking led to resource allocation challenges.
- Time-consuming project status entries and lack of reporting insights for leaders.

Firstsource Solution

- A low code power application – **Projects Central ESA tool** with one view of customer/internal projects.
- Resource allocation feature showing real-time team availability for better project planning.
- Project management dashboard for unified view of project status, description and risks.

Business outcomes

- 50% improvement in project tracking efficiencies over manual processes.
- Greater visibility and prioritization of ongoing projects.
- Effective resource management and enhanced insights for leaders to serve clients better.