HEXAWARE

Remote Mortgage Origination Support with Compliance-first Delivery

99% accuracy with zero efficiency loss and sustained 100% compliance

Case study

Client

North American Mortgage Lender for Purchase and Refinance

The client serves North American customers across purchase and refinance. Origination support is central to the model, with reliability, accuracy, and compliance driving day-to-day execution.

Challenge

Realignment Shock in a Remote-first Model

When teams were realigned across origination support, follow-ups slipped, timelines stretched, and execution quality became inconsistent while the virtual assistant program exposed mortgage compliance vulnerabilities; remote operations amplified the problem by making oversight harder, forcing rapid onboarding, and raising security and data-protection concerns. The client needed a seamless transition with zero efficiency loss, stronger mortgage origination compliance across virtual-assistant workflows, and improved execution timeliness, all under tight constraints driven by heavy reliance on remote infrastructure, urgent onboarding needs, and strict regulatory requirements.

Solution

Advisory-led Continuity Combined with AI in Mortgage Processing

Hexaware stabilized origination support with a compliance-first, secure remote operating model that balanced quick stabilization with durable controls. Given the security and timeline constraints, the approach focused on pragmatic, verifiable measures that could be stood up quickly and scaled reliably.

Key elements included:

- **Domain-specific assessments:** Ran focused reviews to identify execution gaps in mortgage operations and their root causes
- **Senior expertise and quality oversight:** Deployed senior mortgage experts to lead training and ongoing quality monitoring
- **AI-led operational support:** Enabled AI in mortgage processing with agents to assist origination workflows and targeted transformation use cases
- **Full login adherence and audit trails:** Enforced login discipline and end-to-end audit telemetry across the secure remote environment
- **VPN-enabled, restricted devices:** Provisioned hardened devices with restricted access profiles mapped to mortgage compliance requirements
- **SLA-driven task execution:** Mapped tasks to SLAs so that work adhered to operational priorities and full-time adherence could be measured
- **Continuity planning and use-case deployment:** Ran strategic advisory sessions to sequence continuity plans and deploy transformation use cases that delivered immediate workflow improvements
- **Security-enhanced infrastructure and access controls:** Implemented endpoint controls and access provisioning aligned to the virtual-assistant security standards
- **Tailored onboarding:** Delivered customized onboarding aligned to the client's operational priorities to preserve productivity from day 1

Benefits

Zero Disruption, High Accuracy, and Documented Mortgage Compliance

The transition delivered continuity with verifiable controls and immediate measurable impact:

- **100%** onboarding completion within defined timelines; **0%** efficiency loss during the transition
- Full login adherence increased available task allocation and improved throughput
- **99%** accuracy across origination support and **40%** improvement in decision-making speed
- Compliance benchmarks met consistently with sustained **100%** adherence across workflows

The engagement also strengthened operational resilience in a remote-first mortgage process automation model, improved execution quality and client satisfaction metrics, and enhanced governance and trust around the virtual-assistant program.

Summary

Secure and Compliant Remote Mortgage Origination Support

Hexaware delivered a tightly scoped advisory engagement that stabilized the lender’s origination support with verifiable, security-first controls and no loss of efficiency. By combining domain assessments, senior mortgage oversight, AI in mortgage processing, and hardened secure remote infrastructure (VPN devices, login discipline, and audit trails), Hexaware enabled rapid onboarding and measurable throughput gains. The result: steady task allocation, 99% accuracy, 40% faster decisions, and sustained 100% mortgage compliance — a zero-disruption transition that strengthens the client’s remote-first operating model and governance.

HEXAWARE

Ensure accuracy and compliance in mortgage operations.

Contact Hexaware's experts at marketing@hexaware.com to learn how our remote mortgage support can ensure seamless, secure, and efficient lending operations.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at https://www.hexaware.com.

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