

AI-native Mortgage Servicing Solution

Flyer



Turn mortgage servicing into a growth engine.

If servicing still feels like a cost center, you're leaving value on the table. Borrowers expect quick answers. Regulators expect precision. Your team expects tools that don't slow them down. Hexaware's AI-native mortgage servicing solution helps you do all three through advanced GenAI for mortgage servicing and intelligent automation—without ripping and replacing what already works.

What's in it for You—Right Now

- **Lower cost-to-serve.** Automate the grind (data intake, validation, escrow ops, lien release) so your team works on exceptions, not copy-paste.
- **Faster resolutions.** Cut turnaround times with AI-guided workflows and real-time quality checks.
- **Fewer mortgage compliance fire drills.** GenAI-driven controls, audit trails, and change alerts keep you ahead.
- **Happier borrowers.** Unified data + proactive outreach = fewer callbacks and smoother experiences.
- **Confidence at scale.** Modern APIs, secure integrations, and built-in governance that grow with you.

Hexaware's AI-native Mortgage Servicing Solution: How it Works



1) Intake & understanding

GenAI + OCR extracts documents, including unstructured and handwritten ones.



2) Validation & decisions

AI agents verify fields, flag exceptions, and trigger next actions; digital SME assists with document reviews.



3) Orchestration & integration

API-first connectors tie into your servicing stack; a web-based workflow handles real-time QC, escalations, and approvals.



4) Indexing & versioning

GenAI-powered document management keeps changes transparent and ensures every version is traceable.



5) Compliance & audit

Smart training assistants, policy change notifications, and full audit management reduce risk.

Why Choose Hexaware's AI-native Mortgage Servicing Solution?

Unlike conventional approaches that rely on fragmented mortgage servicing automation, Hexaware's mortgage servicing solution is built with an AI-native architecture that integrates GenAI-based intelligent document processing (IDP) and API components to extract and validate data from various documents and systems.

Key Capabilities You Get Out Of The Box:

- **AI/ML-powered predictive models** for risk management
- **GenAI-driven compliance tools**, including smart training assistants and change notifications
- **Automated lien release and decision-making** using GenAI
- **Digital SME** for appraisals and document reviews
- **Integrated document and data flow** across the value chain
- **Automated escrow setup and transactions**
- **AI-based data validation and outreach** for exception handling

Implementation Approach:

- **Dedicated, self-contained team** to design, build, and deploy
- **Phased rollout** that prioritizes the highest-value use cases first

Proof in the Numbers

Experience up to:

95%

accuracy in data extraction from unstructured (including handwritten) documents

40%

lower maintenance costs and implementation time

80%

operational optimization through automated data integration and validation

60%

improvement in exception management

70%

enhancement in reporting accuracy and timeliness

35%

improvement in borrower engagement experience

Ready to make servicing simpler, safer, and faster with Hexaware's AI-native mortgage servicing solution?

Contact us at marketing@hexaware.com to get started.

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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