



Loan Application Processing

The Client

A niche market onshore back office processor helps a well-known financial institution process vehicle loan applications.

The Issues

- Costs from existing offshore vendor escalate steadily
- Existing vendor's extremely high employee turnover rate conflicts with need for complicated domain-based knowledge
- Process-driven BPO company in China would add business continuity balance
- Approach of peak season during search for vendor in China created need for rapid startup to begin production in under two months

The Requirements

- 24/7 services with 18-minute turnaround time
- Solid technology foundation to develop complicated process software in a month
- Finance industry domain knowledge and ability to expand that base
- At least 98% accuracy in converting handwritten applications
- Reliable backup power supply, Internet access and disaster recover procedures
- Comprehensive security controls guided by the information security risk management systems required for BS7799 compliance

The Process and solution

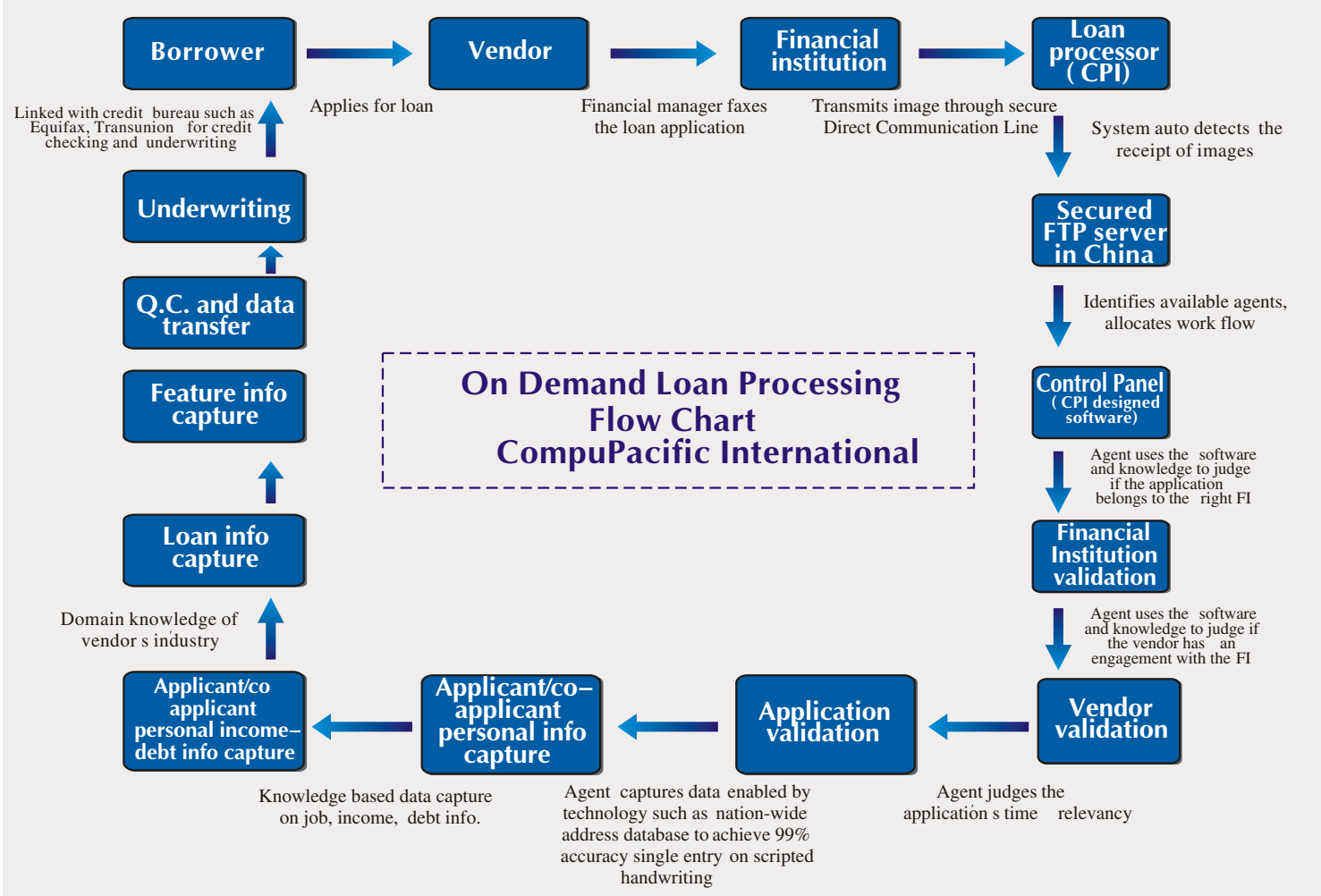
- Project manager works at client's site for a week to understand the process and gain additional domain knowledge
- Project manager works in China to train 50 account team agents in a month
- Programmers work with project team and client to design proprietary software in three weeks with complex receiving, progress monitoring, tracking and process modules
- Company passes independent on-site security audit required in advance

The Results

- Data is processed consistently with 98% accuracy rate and 18-minute turnaround time from Day One
- Costs drop 20% due to wage and overhead rates in China
- An average of 1,500 loan applications are processed per daily shift
- No power outage or Internet access loss has interrupted service since it began in 2004
- Customer is pleased with CompuPacific and recommends its services to other clients



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For further information, please contact:

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