

QTMB / Decision Intellect / LeadPoint

Decision led digital mortgage service innovation and true collaboration

How does a Queensland mutual bank with a growing base of home loan customers significantly reduce the time needed for new account on-boarding to enhance their customers' experience?

Through the digitisation of their Loan Origination Services using Decision Intellect's leading edge Inteflow solution integrated with LeadPointDMS innovative WebMortgages services QTMB did just that.

OVERVIEW AND ENVIRONMENT

Loan Origination Processing systems can be costly as they need to meet a unique combination of business challenges. They must support the entire loan application process, balancing customer satisfaction with accurate decision-making and operational efficiency. They must be robust enough to receive, validate and manage the flow of data 24 hours per day, and be flexible enough to grow with your business into the ever changing digital world.

Document Management Services traditionally utilise large amounts of time and resources. Many Loan Origination Systems do not allow for dynamic document generation, and integration can be cumbersome and expensive.

BUSINESS CHALLENGE

When QT Mutual Bank (QTMB) decided to replace its aged loan origination system the need to automate and find efficiencies in the application process was identified. A project was initiated to focus on providing an end-to-end loan origination/ processing capability across customer channels including the contact centre and branches.

Dealing with vast amounts of comprehensive documentation required for personal, overdraft and secured loans across multiple touch points can negatively affect the customer experience

As a customer focused business QTMB asked how they can meet their customers' needs more efficiently whilst maintaining effective risk management.

"The digital collaboration across these systems allowed us to achieve an effective end to end loan application process across channels with document creation happening within moments of the file being completed."

Les Steinke, Chief Operating Officer, QTMB

THE SOLUTION

To solve this problem we needed collaborative innovation to digitise the bureau services with real-time decisioning and smart document management at an affordable cost, a first for an Australian Authorised Deposit-Taking Institution

We start with Decision Intellect's Inteflow, a high performing, flexible, and mobile friendly decisioning solution. Inteflow supports the credit application process by combining comprehensive multi bureau information sources, sophisticated analytics and world class decisioning in a central application.

Inteflow's unique ability to seamlessly integrate with internal and external interfaces such as core banking systems, insurance, and document management services ensures that a range of solutions can be provided for

projects of any magnitude, in a time-efficient and cost-effective manner.

As noted by David Maher Director at LeadPointDMS "By collaborating with QTMB and Decision Intellect and by connecting our WebMortgages Service to Inteflow we can produce and return QTMB's loan contracts and security "Doc Packs" within an instant of the loan being approved and the file prepared for documentation and at a very competitive price"

By tailoring Inteflow to include QTMB's business rules, communication and process requirements, and building enhancements to fully integrate and utilise the innovative document management & production WebMortgages Service by LeadpointDMS, Decision Intellect were able to provide a comprehensive end to end digital mortgage solution.

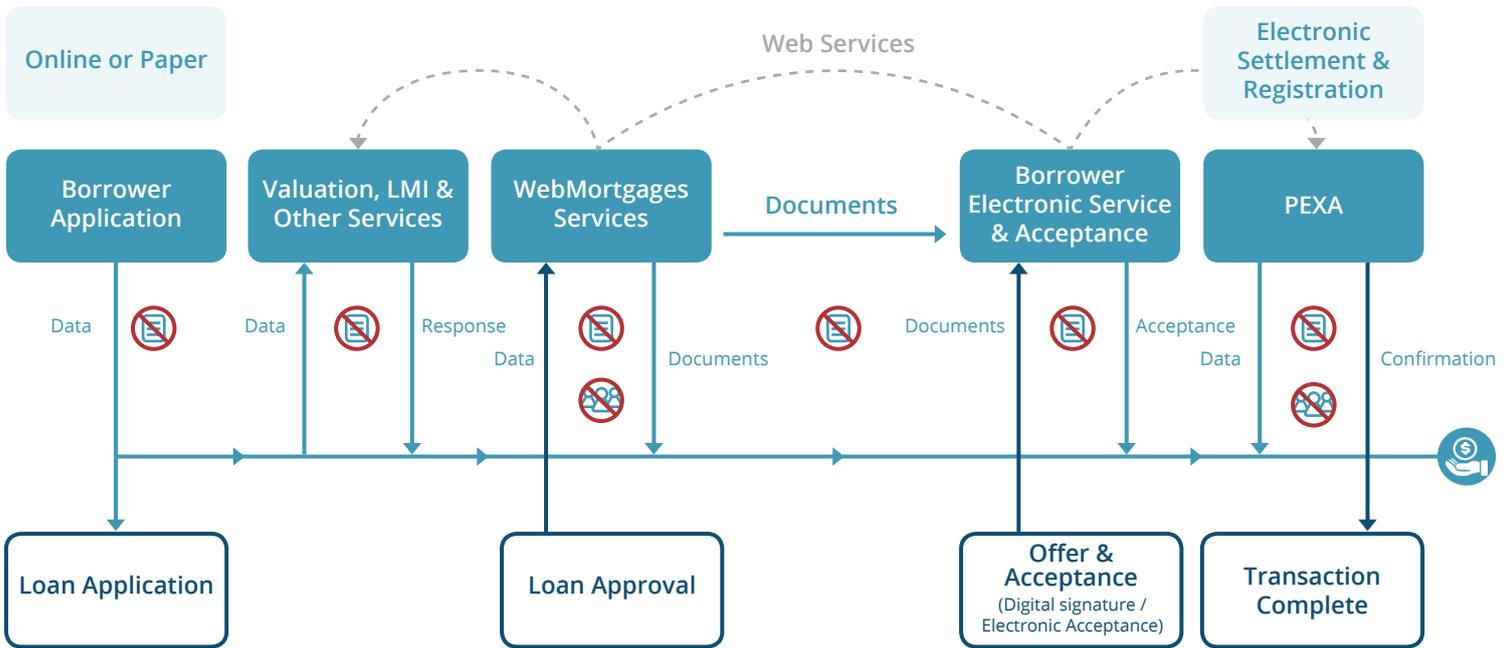
Inteflow's ability to utilise the LIXI 2.0 Document and Settlements Schema (DAS) allows for a uniform standard of data transaction for QTMB to send and interpret information faster, allowing for instant document creation and real time personalised communication to customers. These process improvements have changed the lending paradigm for QTMB, and are a significant achievement for the Mutual Sector.

Inteflow is a highly configurable platform that provides customers with the flexibility to tailor their customer acquisition process as requirements change. At Decision Intellect we understand that focusing on customer happiness builds brand loyalty. QTMB are now "digitally ready" to take advantage of the Digital Paperless Mortgage Transaction.

BENEFITS

Decision Intellect and LeadPointDMS helped QTMB greatly streamline the on-boarding and loan origination process for new and existing customers, reducing the dependence on manual processes and documentation services. Analysis shows that using this solution QTMB documents are now returned on average in just over a minute from the time of transmission to WebMortgages.

LOAN ORIGATION PLATFORM - ELECTRONIC WORKFLOW



THE SOLUTION

- Streamlined processes allowing for the refocus of key resources, reduced ongoing expenses and improved efficiencies throughout the process while at the same time ensuring a high standard of customer experience.
- New accounts are created instantly with Required "Doc Packs" for all lending returned in minutes rather than days 24/7
- Detailed productivity metrics enable reporting, evaluation and management of the process for improved decision making and good credit governance.

- Significantly enhanced Customer Experience with improved personalised communication
- Fully Integrated systems that allow for seamless communication and continued improvement using a highly configurable application.

Innovative collaboration with business that specialise in automation and digital services allows Decision Intellect to help you delight your customers consistently, streamline your processes and transform your business.



For more information please contact:

Claire Fawbert - Head of Product and Marketing at Decision Intellect

Office: +61 3 9848 5503 | Email: clairefawbert@decisionintellect.com.au

www.decisionintellect.com.au