THUNDER ⚡ LABS

CASE STUDY: BANKING INDUSTRY

DOUBLING MORTGAGE PROCESSING CAPACITY

CHALLENGE

The client was preparing for a sharp spike in mortgage applications following a major marketing push.

The business urgently needed to improve operational efficiency to manage the surge without compromising service quality, overloading staff, or creating bottlenecks that would frustrate customers and delay approvals.

RESULT

- Analysis was completed in 75% less time (4 weeks instead of the usual 3 to 4 months).
- Client business users guided by the team's platform suggested a few pivotal changes to the mortgage platform and to staff training.
- This resulted in reduced rework and 100% increase in capacity in line with the objectives of the project.

SOLUTION

Using our team's platform, users analysed back-office operations in just four weeks, which was 75% faster than the typical 3–4 months.

Guided by built-in algorithms, they identified key changes to IT systems and staff training, enabling the client to double their mortgage processing capacity.

CALL US

Expecting a surge in demand? Don't let your back office become the bottleneck. If you're gearing up for growth, we can help.

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