THUNDER LABS

CASE STUDY: FINANCIAL SERVICES

HOW A BROKER NETWORK BOOSTED PRODUCTIVITY WITH THE RIGHT APP

CHALLENGE

A leading mortgage provider lacked a user-friendly, omni-device application for its national network of 640 brokers.

Without the right tool to manage and track loan origination, productivity dropped, visibility was poor, and delays were damaging both business and reputation.

RESULT

- 30% uplift in broker productivity
- Improved tracking and reporting across the full loan lifecycle
- Stronger broker morale and client confidence through greater transparency

SOLUTION

Our team developed an omni-device application using IBM BPM as the workflow engine, with the Coach Framework and Process Designer powering the user interface.

The solution gave brokers and their extended teams a clear view of loan progress and streamlined the approval process from end to end.

CALL US

Are your frontline teams flying blind with clunky tools? Let's build something better.

Talk to ThunderLabs.

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