



## OKS Group: Service Partner to Leading Mortgage Services Company

### Our Client

A Tier 1-rated mortgage services company facing rapid growth needed assistance with its high volume, time-critical processing, auditing, and reporting. Specializing in mortgage subservicing, default management, loss mitigation, due diligence, and quality control services, the company sought a holistic partner relationship to assist with new lender/investor clientele and existing, renewing contracts.

### Objectives

The company sought to maximize cost savings by reducing overhead related to vendor and supplier management, reducing headcount in select operation centers, while assuring accuracy, rapid turnaround, security of highly sensitive data, and capacity to manage growth.

### Business Challenges

- Cyclical nature of the mortgage industry, creating peaks and valleys for incoming transaction workloads
- Service level guarantees; required redundancy of process knowledge; high volume reporting for sensitive data
- Seamless integration of outsourced services with onshore departmental activities and staff

### The Decision

OKS Group was awarded a long term partner services contract based on our proven track record in:

- Creating efficient outsourced teams that act as an extension of the client company
- Providing staff experienced in financial and technology sectors
- Successfully managing fluctuations in workload
- Implementing security for highly sensitive information, backed by ISO / IT security certificates (ISO/IEC27001:2005; ISO9001:2000)

## Our Solution

OKS Information consultants segmented work tasks, matched them to staff skill levels, and achieved a high-performing, dedicated, cross-functional team versed in the latest industry standards along with OKS Group IT support for a partial cloud solution. We provided complete transparency to existing operations, while maintaining necessary security, given the sensitive nature of the information being managed.

## The Result

- Increased productivity including turnaround times that exceeded client expectations
- Reduction in average servicing costs without sacrifice to quality of service
- Consistent accuracy ratings over 99%
- Additional outsourcing services based on the success of the service partner relationship

