



35% cost saving

20% turn time improvement

98% quality delivered consistently

Optimize business processes and maximize efficacy with our **Banking Support Solutions**.

# Banking Support Solutions

We combine experience in business process services and smart technology-enabled solutions to help banks:



Improve bottom-line efficiency



Increase operational agility



Boost customer service levels

## Our banking experience:

15+ years of experience with retail & commercial banks | Customers include 5 of the top 25 U.S. banks 2,900 FTE in the U.S., Philippines and India dedicated to banking | Over 600 banking processes supported

We use a proprietary consultative partnership based methodology - SmarTrans™ to deliver reliable business transformation. The features include:

Continuous improvement

Automation

Technology-enabled solutions/  
proprietary platforms

Data & Analytics

## Business Value

- Improve bottom line by operating at 35% lower costs
- Increased speed to market - 20% faster turn times through streamlined processes
- Better quality - delivered quality levels of 99.9875% (125 DPMO) in check processing for a leading U.S. bank
- Minimized risk - manual and automated QC and compliance checking
- Higher customer satisfaction - top 2 placement in J.D. Power rankings for a top 20 bank



## Our Banking Expertise



### Retail Banking & Wealth Management

- Account setup & servicing
- Portfolio set up
- Brokerage services
- Capital markets
- Customer support

### Payments & Treasury Management

- Check Processing – day 1 & day 2
- Lockbox processing
- ACH reconciliation & disputes
- Account/ product setup

### Commercial Lending

- Loan fulfillment
- Loan servicing

### Cards & Payments

- Card origination & servicing
- Card disputes
- Merchant services
- Card fraud detection

### Consumer Operations

- Mortgage origination support services
- Mortgage servicing & default support services
- Consumer loan origination & servicing support

### Risk Management & Compliance

- Enterprise risk & compliance management
  - AML/ KYC/ dynamic data collection
  - Business change
  - Risk assessment
  - Financial center self-assessment
- Credit risk management
  - Commercial risk
  - Consumer risk

### Fraud Management

- Account fraud
- Deposit & check fraud
- Mortgage fraud review
- Card fraud

### Quality Control

- Manual QC
- Automated QC

## Digital Platforms Include:

Pre-underwriting  
Support Solution



- 16-day clear to close
- 17.6% higher pull-thru
- 67% improved underwriting efficiency

QC and Compliance  
Testing Platform



- 20X faster audits
- 100% sampling coverage
- 100% accurate

Property Tax Servicing  
Platform



- 99.999% accuracy in tax payment processing
- 99.01% adherence to SLA for timely response
- Personalized customer service

## Case Study

35% savings and enhanced customer satisfaction for a centralized commercial banking support center

[Read Case Study](#)

12% improvement in first call resolution to minimize false placement of lender placed insurance

[Read Case Study](#)

Coforge BPS helps a leading lender focus on social media risks & compliance

[Read Case Study](#)

Disputes QC review in 30-seconds with automation

[Read Case Study](#)

Clear to close in 16 days, app to uw time less than 1 hour for 1-touch files

[Read Case Study](#)

Achieving 99.999% accuracy in commercial tax payment processing using RETS®

[Read Case Study](#)

## About Coforge Business Process Solutions (Coforge BPS)

Coforge BPS offers digital platforms and solutions to multiple industries, including the financial services industry. Coforge BPS customers include 5 of the Top 25 U.S. Banks, Top 10 Lenders, Top 10 Insurance intermediaries and Fortune 500 Companies.

Coforge BPS offers services as well as platform-based solutions like Copasys for enterprise wide automated QC and compliance, LoanAccel for pre-underwriting loan origination support, RETS for real estate tax services, SmartProp for property owner search reports and SmartTrak for reporting property taxes.

We help organizations deliver:

### Transformation

using 12 digital platform solutions & 600+ business processes

### Effective business outcomes

supported by Digital Platforms, Intelligent Automation, RegTech, Data & Analytics, & Omnichannel Customer Service.

### Flawless execution

with a 100% commitment to SLAs and over 99% transaction accuracy.

### Scalability

with 21,000 professionals with 7,000+ dedicated to business process solutions supporting 0.5B transactions annually across 5 global centers

### Sustainable Business Growth

delivered with over two decades of industry

### Strong compliance

with 100% adherence to regulatory and business requirements.

Our optimal blend of people, process, and digital solutions across the business value chain has helped drive tangible outcomes for our clients, their customers and partners.



Banking



Mortgage Lending



Insurance



Cards



Title, Tax & Settlement



Enterprise Wide Services



<https://www.coforge.com/bps/>  
solutions@slkglobalsolution.com

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