



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 is a global digital services and solutions provider, that enables its clients to transform at the intersect of domain expertise and emerging technologies to achieve real-world business impact. Coforge leads with its product engineering approach and leverages Cloud, Data, Integration and Automation technologies to transform client businesses into intelligent, high growth enterprises.

Coforge Business Process Solutions (Coforge BPS) offers services as well as digital platform solutions to its clients in 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.

We help organizations deliver:

Transformation

- 12 digital platform solutions
- 600+ business processes

Effective business outcomes

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

Flawless execution

- 100% commitment to SLAs
- 99% transaction accuracy

Scalability

- 21,000 professionals
- 7,000+ dedicated to BPS
- 0.5B transactions annually


Business Growth


- Deep domain expertise with over 20+ years of industry experience


Strong compliance


- 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 & Financial Services

 Mortgage, Title Insurance & Property Tax

 Insurance

 Travel, Transport & Hospitality

**COPASYS**
An enterprise-wide automated platform for QC and Regulatory Compliance

**LoanAccel**
Pre-Underwriting Support Solution

**RETS**
Real Estate Tax Servicing Platform

**SMART PROP**
Property Title Search platform

**SmartTrak**
Property Tax Platform



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