Case study

A digital transformation journey
in mortgage services

From provider to partners

Reviving an archaic, underused mortgage platform, we migrated it from a costly cloud to our data center.

Slashing costs | **Enhancing efficiency**

by 50% | **by 40%**

Transitioning from tech partners to trusted advisors, we took full ownership. Utilizing our expertise, we further shifted the paradigm, adopting a revenue-sharing model.

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Customer snapshot

LoanLogics, a leading BFSI company offering mortgage solutions.

Initial situation

➡ Under utilized legacy platform with complicated processes and expensive third-party expenses

➡ Dwindling customer experience and operational inefficiencies

Our task – a unique challenge

Overhaul a neglected archaic mortgage payment platform

Minimize downtime and maintain business continuity

Ensure new data center met regulations and confidentiality

Securely transfer substantial sensitive data without loss or corruption

Achieve cost reduction, enhance customer experience

Accomplishments

100%
successful migration with no error or disruption

80%
automation

50%
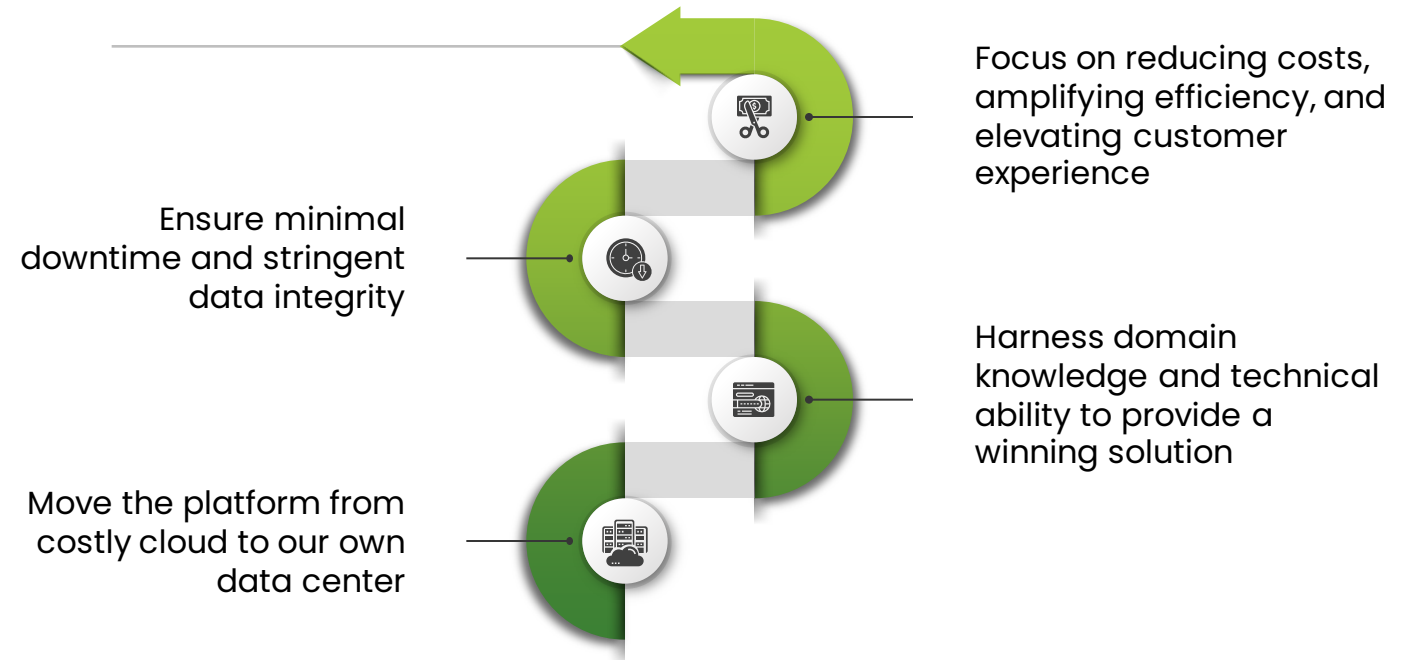reduction in cost

40%
increase in efficiency

Moved from being technology partners to key contributors in strategy and operations

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High-stake challenges & complexities

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→ Multiple intricacies – borrowers, lenders, regulations & compliance

→ Sensitive financial data demanding utmost security & efficiency

→ Risk of significant financial loss and reputation damage on unsuccessful migration

→ Delivering superior service all through to keep the trust going

→ No margin for error demanding unwavering accuracy & precision

Game changing strategy

Focus on reducing costs, amplifying efficiency, and elevating customer experience

Ensure minimal downtime and stringent data integrity

Harness domain knowledge and technical ability to provide a winning solution

Move the platform from costly cloud to our own data center

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Technology utilized

- ASP.NET 4.7 MVC, C# .NET
- AngularJS, Payflow API
- Entity Framework, Dapper
- Microsoft SQL Server
- Cloud - Azure, RackSpace
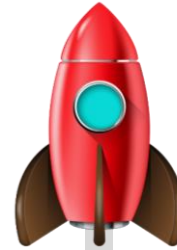
Solution impact

Cost Reduction — Cut hosting costs by **50%**

Efficiency — Boosted process efficiency by **40%**

Role Evolution — Moved from tech partners to trusted advisors

Revenue Sharing — Adopted a revenue-sharing model, aligning with customer success

"LoanLogics acquired a firm that had starved a product of care and maintenance for years. LoanLogics not only saw great potential in the product, we also wanted to eliminate technical debt and institute world-class technical and business operations for our clients that use the product. I engaged InfoVision along with some other firms and InfoVision rapidly emerged as the most innovative, flexible and collaborative company. Those traits carried through during the contract negotiation and execution phases. Today, there is no comparison to the status of the product, the technology and business operations, and the satisfaction of our clients."

Dave Parker
EVP, Sales & Product Management