



Mortgage Application Tracking

Faster, easier mortgage
applications for you, your IFAs and
your customers



Mortgage Application Tracking

Dramatically improve your customers' mortgage application experience - and bump up efficiency for your processing staff and IFAs, too.

CHALLENGE

The traditional mortgage application process is broken

Traditional mortgage applications are complex and paper-intensive. Collating evidence like proof of identity, proof of earnings and creditworthiness can slow progress to a crawl, while new regulations have added to the workload, leaving processing staff feeling overburdened and demoralised.

It's hard to scale the business due to staff attrition, complexity and the degree of training and supervision needed for new joiners. And on top of it all, IFAs learn to avoid lenders that work slowly.

SOLUTION

Streamline the mortgage application process with MATS

Smart lenders are turning their back on the old ways and automating the mortgage application process with the Mortgage Application Tracking Smart Process App powered by MATS. It works practically out of the box to streamline the entire process, with must-have features like:

- Streamlined evidence collection and approval workflows
- Automated communications between lender, intermediaries and applicants
- Real-time notifications to intermediaries or applicants about application status
- Automatic work allocation and case ownership
- Service level monitoring and escalation
- Reports and dashboards

In short, MATS provides everything you need to streamline the mortgage application process.



Over 30% of UK mortgage applications are processed by MATS

MATS customers include Nationwide, Santander, Yorkshire and Cambridge Building Societies



Benefits of Mortgage Application Tracking with MATS

FOR LENDERS

Improved oversight of workload, service levels and KPIs to optimize performance and meet targets

Over 50% reduction in status query calls from IFAs and applicants

Processing staff can concentrate on delighting customers, instead of firefighting

Increase mortgage business by processing more applications, faster

Win awards for customer service improvements (many MATS customer have!)

FOR IFAS

Automatic notification of progress or additional information that may be required to progress a case

Increase mortgage business by processing more applications, faster

Provide superior customer service by working smarter not harder

FOR APPLICANTS

Faster application process, from start to finish

Automatic notification of progress or additional information that may be required to progress a case

Lower stress during this notoriously stressful life event





Key Features

Flexibility

- Manage multiple asset classes and clients from one repository
- Built-in and extensible process platform
- Multiple hosting options including Cloud or on-premise

Multi-channel dialogue

- Update customers and intermediaries via SMS, email, and personalized web pages
- Integrate with telephony solutions to enable call recording and messages to be attached automatically to relevant case records

Scale & reach

- Rapid web based deployment – scales to any number of users, departments, countries, languages
- Securely connect remote agents and intermediaries to relevant cases and summary reports
- Enable document upload (evidence documents) that connect immediately to relevant case records

Control

- Centralized case management and reporting
- Rapidly customize processes to support service enhancements and changes to regulations / compliance
- 100% configurable workflow, case management and work allocation
- Totally configurable rules, actions, user interface and branding
- Collaborative case review

Performance Management & Reporting

- Fully customizable reports / management information / KPI dashboards
- Detailed process analysis and audit trail for individual cases
- Identify performance blackspots that may be attributable to process, team, individual or intermediary

Integration/extensibility

- Easily import and export data
- Integrate with ERP, CRM and finance systems including SAP and Salesforce.com
- Integrate with mainframe and other systems

Supports continuous Improvement

- Agile, collaborative process management supports full cycle: measure, analyze, improve and control
- Provides a platform on which asset management and related processes can be improved (including warranties, routine maintenance and service requests)



Smart Process Apps

Powered by MATS

MATS Smart Process Apps are developed on the MATS Low-code Development Platform. That means they are highly configurable and can easily be integrated into your wider IT landscape.

You can implement a Smart Process App almost out of the box, or adapt it to your custom business requirements, at a fraction of the cost and time of traditional software development.

Deployed via the Cloud (and also available on premise), Smart Process Apps are web and mobile ready.

About MatsSoft

MatsSoft is on a mission to close the Process Execution Gap – the gap between the people who know what they want to improve, and the coders who make it happen.

We started life as a digital design agency, which taught us a thing or two about customer-centric design. We set out to create a new kind of process improvement platform – one that eliminates coding and complexity, making it easy for process people to make the changes they want to make.

Today, our Low-code Development platform, MATS, is used by process improvers, customer champions, innovation leaders and IT teams in organizations across the globe. Customers include Nationwide Building Society, Coca-cola, FedEx, Thomas Cook, Barclaycard, RBS, Santander and Intel.

Find out more at www.matssoft.com



MATS[®]

info@matssoft.com
www.matssoft.com
+44 (0)330 363 0300
+1 (800) 407 1920