

# Silverskills Unlocks Business Value of One of The Top Service Mortgage Providers, Reduces Turnaround Time by 50% and Cost by 40%

## EXECUTIVE SUMMARY

### Client:

One of the leading commercial mortgage providers with over \$100 billion servicing portfolio

### Industry:

Commercial Real Estate

### Business Challenge:

The client wanted Silverskills to streamline their process deliveries and focus on their operational metrics to help them reduce costs and stay competitive

### Approach/Solution:

Silverskills provided underwriting, financial statement analysis and loan servicing support to the client

### Impact:

Silverskills helped the client in reducing the cost of operations by 40% and turnaround time by 50%

## Objective and Scope

The client is one of the top 10 commercial/multifamily mortgage servicers with its business spanning over a wide range of financing options. It is a leading global player with over \$100 billion servicing portfolio.

It was facing a number of challenges across various domains and was looking for a partner who could not only exhibit excellence in service delivery but also provide end-to-end mortgage processing capabilities and help them become a high-performing institution.

The client wanted to reposition itself to take advantage of the thriving commercial real estate market. Its employee teams were not able to focus on core business activities while managing an inconsistent influx of business volume. Apart from this, it was seeking a partner to better manage and control their portfolio.

The company wanted Silverskills to streamline their process deliveries and focus on their operational metrics to help them reduce costs and stay competitive.

## Challenge

At the global level, markets are becoming more competitive and efficiency driven. The client was increasingly mindful about improving its practices to optimize efficiency, decision-making speed, productivity and turnaround time. It needed a process that would help them overcome challenges leading to lost business opportunities. It wanted Silverskills to identify and implement new rules and technology for efficient loan processing, financial statement analysis and underwriting.

## Approach

Silverskills supported the client with all-round process efficiencies giving them focused freedom to cut costs while staying competitive. We provided loan sizing, underwriting support and financial statement analysis services to the client. We classified and analyzed borrowers' financial statements for loans from various capital sources. We also provided assistance in resolving issues that arise during the underwriting and due diligence process.

## Impact

Partnering with Silverskills has helped the client in quickly handling ongoing changes with a 40% reduction in cost. The company was able to reduce its turnaround time by 50%, resulting in improved service and enhanced end customer satisfaction. Given that various processes were automated to enable easier tracking of daily inputs and outputs, manual interventions were eliminated. The company was able to effectively manage the changing business volumes and respond to the volume fluctuations. Redundant processes were eliminated and portfolio risk management was improved to optimize the coverage of loans from 35% to 80%.



Reduced cost by  
40%



Reduced turnaround  
time by 50%



Optimized loan  
coverage from 35%  
to 80%



Automated manual  
inputs