



A Partner Solution for the Financial Services Sector

Leveraging Business Process Management to Deliver an Integrated, Scalable and Robust Unsecured Lending Framework

IBM **Information Management** software

HCL AMERICA, INC. Unsecured Lending Framework

Partner Solution

■ **Target Industry**

Banking and Financial Markets

■ **Business Application**

Card Originations

■ **Products**

IBM FileNet Business Process Framework

IBM FileNet Business Process Manager

IBM FileNet Content Manager

Business Challenge

To remain competitive in today's volatile market, financial services firms must reduce the cycle times, inefficiencies and rework typically associated with the lending process. Many organizations fall short of this goal. One of the key challenges firms face is the inefficiency linked to the hand-offs among disparate systems and personnel during the loan approval process. Without a standard, centralized process for handling loan applications, financial services firms are severely restricted in their ability to make quick decisions regarding loans, which can extend application cycle times and limit their ability to adequately support credit risk management.

Technology-based enterprise business services that provide real-time decision capabilities, process control and visibility into the entire loan application process can help financial services firms overcome these challenges. However, to streamline the loan approval process and improve customer satisfaction, these solutions must enable banks to process loans through multiple channels and provide consumers with the ability to query the status of their application at any time during the lending process. Also, the continued use of a financial services firm's existing hardware and software investment is critical to cost reduction.

Solution

HCL's Unsecured Lending Framework leverages the IBM Enterprise Content Management (ECM) suite of products to provide financial services firms with a streamlined loan origination and approval process. Key features of this integrated, scalable and robust solution include queue handling for business functions and exception processes; service level agreement (SLA) tracking and escalation for business processes; and, flexibility to manage multiple channels for loan origination.

Designed to improve the customer experience by reducing cycle times, inefficiencies and rework during the lending process, the Unsecured Lending Framework features a loan origination system that supports data manipulation functions, business activity/function processing and the initiation of processes. A self-service, Web-based portal provides customers with the ability to apply for and receive a decision regarding a loan application within seconds.

By leveraging enterprise application integration (EAI) principles, the Unsecured Lending Framework is also able to integrate disparate systems across the enterprise, initiate business services, log messages for analysis and support functional logon security



functions. The solution's batch extract processes support operational extracts of loan application data and the generation of interface files for downstream systems.



Value Proposition

With HCL's Unsecured Lending Framework, financial services firms benefit from improved risk management and decisioning, due to customer-based scoring; the ability to offer instant, real-time decisions regarding loan applications; end-to-end visibility and accountability for greater control and improved flexibility over credit risk management; and improved data validation at entry points.

By driving more customers to the Web through the Unsecured Lending Framework's self-service Web portal, financial services firms can decrease the average handling time for applications processed by telephone and reduce data entry time for applications through the use of pre-populated forms and re-use of customer data. This directly benefits the utilization of employees' time because there is less rework and paperwork associated with the loan origination process. The solution can also simplify an organization's lending products, policies and systems and improve time-to-market for new or upgraded products.

Company Description

HCL AMERICA, INC. is a full service provider of IT consulting and software services to leading corporations and government clients worldwide. HCL leverages its local and offsite capabilities to create effective solutions for the client's most challenging business problems.

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