

Loan Categorization: Effectively Managing Rapid Volume Fluctuations

The High-Quality BPO Services You Need:

- **Rapid Knowledge Transfer and Process Migration.** Reach go-live in as little as two weeks, including parallel recruiting, training and technology implementation.
- **Rapid Response Transactions.** Expect 24x7 high-volume processing with turnaround time of two hours or less.
- **Rapid Volume Fluctuations.** We can handle many times your normal volume, efficiently managing monthly, quarterly or seasonal spikes.
- **Judgment-Based Research and Transaction Processing.** Our highly skilled, educated staff excels at customer response and research that requires independent judgment and decision-making using multi-part business rules and analytical processing.

The Challenge:

A global financial services company with operations in 50+ countries needs to track changes to a large portfolio of loans on a monthly basis. The process includes reviewing images of loan documents, categorizing specific data elements, and updating the client's system of record. Both speed and accuracy are vital. Month-end volumes are three times daily volumes and quarter-end volumes are as high as 10 times daily volumes.

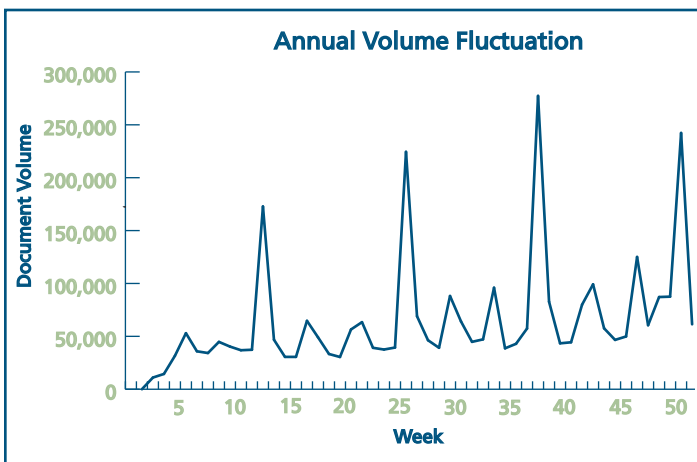
The client was attempting to meet the challenge by hiring, training and managing temporary workers, but the costs and labor inefficiencies were high. Plus, managers were diverted from more vital tasks.

The ICT Group Solution:

ICT Group cross-trained qualified staff in the Philippines and India, creating a cross-border team that could be leveraged during temporary volume spikes. By rotating staff from other projects throughout the entire process, during the slower periods, ICT improved process knowledge and continuity and reduced lost expertise between peak periods.

Bottom-Line Benefits:

- **Significant cost reduction.** The direct expenses associated with temporary labor, including hiring, training and management, were permanently eliminated.
- **Improved performance quality.** ICT Group's expertise in outsourced services improved the prediction and implementation of appropriate staffing levels and significantly improved operator retention.
- **Improved flexibility and responsiveness.** Teams cross-trained at two locations provided maximum flexibility at peak periods.
- **Built-in disaster recovery/redundancy.** The client had previously managed the project from a single location. ICT Group's recommendation to cross-train at two locations created inherent redundancy and a functional disaster recovery plan.



Call ICT Group at 800-201-1085 to learn more about our comprehensive back-office BPO solutions today.

About ICT Group:

ICT Group is a leading global provider of customer management and BPO services with 40+ operations centers and over 20,000 employees across North America, Europe, Latin America and Asia.

