Business:
Development & Data Analytics

Domain:
Banking (Loans)

Tools:
AngularJS, HTML 5, CSS 3, Bootstrap, Spring Boot, MySQL

Client
The client is a leading US Community bank serving consumers and small businesses for nearly 100 years in CA.

Overview
Given the sheer number of transactions, the client's existing workflow processes were inefficient, time consuming and expensive. Work receipts were uploaded manually and processed for further decision making, leading to a highly unproductive system with an oversized resource allocation for mundane and automatable tasks. The bank required a revamp of their loan origination system that eliminated the current manual process and streamlined the entire business process to near total automation.
Status Quo

The client is a leading US Community bank serving consumers and small businesses for nearly 100 years in CA. The FinTech Company is focused on innovative payday loan solutions. Loan origination is conducted through their online portal which processes over 7 million transactions for 0.5 million customers.

Given the volume of transactions, the processing system was inefficient in terms of processing time. Work receipts were uploaded manually and processed for further decision making leading to a highly unproductive system.

Solution

The bank required a responsive user interface that ruled out the current manual process and streamlined the entire business process to near automation.

» Indium software set out by understanding,
  - The business workflow, including the decision workflows in the loan approval process.
  - Decision system interaction touch points with APIs.
  - Data flow analysis from APIs, client attributes and third-party data to a converged central data repository.
  - Use cases in decision making utilizing data models.

» Indium Software created comprehensive wireframes to visualize the decision workflow and approval process.

» Automated the work receipt upload mechanism by creating a comprehensive user interface that captures data fields to contribute to decision inputs.

» Upgraded the current system using scalable architecture (Java, AngularJS and Spring Boot) without disturbing the existing functionality.

Business Impact

» Reduced 70% of the manual work receipt process, directly contributing to a robust origination process and improved responsiveness to loan applicants.

» The architecture implemented is highly scalable and responsive to various data sources. The data repository is an efficient feed for decision workflows and optimization strategies.
4 Application Screenshots

Screenshot 1: Home Landing Page
Welcome Admin!

- New Loan Application
- Application Queue
- Reinstatement Queue
- Direct Mail Queue

Screenshot 2: New Loan Applicants Page
Screenshot 3: New Loan Information Page

Screenshot 4: Consumer Loan Queue Page