

Customer Experience | Transformation, Process Improvement, Change Management



Mortgage Loan Origination & Servicing Assistance

One of the nation's largest credit unions needed assistance reengineering people, processes and technology in order to improve mortgage originations, customer experiences and volumes. The previous leader of the Mortgage Loan Origination department had recently resigned, causing negative customer experiences and reduced volumes. The client needed interim leadership while seeking a permanent replacement.

SolomonEdwards' provided the needed leadership to improve customer experiences and increase volumes. Our senior leadership team provided guidance to the senior leaders in the client's Mortgage Origination division in order to identify key issues and develop remediation plans to resolve major issues related to people, processes and technology. Additionally, SolomonEdwards provided guidance in the area of Change Management, which aided in the acceptance and implementation of these resolutions.



INDUSTRY:
Banking - Mortgage



DEPLOYMENT:
Individual

SERVICES:



Business Transformation

Business Process Optimization

Change Management, Readiness & Adoption