

Mortgage Operations – Service Provider Compendium 2021

November 2020: Complimentary Abstract / Table of Contents



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- Pinnacle Model® reports
- PriceBook
- Virtual Roundtables
- Workshops

Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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Background of the research

The landscape for mortgage operations is becoming increasingly competitive as enterprises continue to look for newer solutions to improve their capabilities, expand their footprint, and gain market share. Some of the factors shaping the mortgage industry landscape include interest rate changes, shift in consumer behavior, rise of digital elements, and the evolving regulatory environment. To stay competitive, enterprises are increasingly embracing digital technologies that include advanced analytics and cognitive aids, to provide customers a seamless and personalized experience. Consequently, their demands from service providers have also moved beyond cost efficiencies to value additions, to aid their transformation agendas.

In this research, we present an assessment of 19 mortgage operations service providers featured on the Mortgage Operations – Services PEAK Matrix®. The assessment is based on Everest Group’s annual RFI process conducted over Q2 and Q3 2020, interactions with leading mortgage operations services providers, client reference checks, and an ongoing analysis of the mortgage services market.

This report features 19 mortgage operations service provider profiles, each of which includes:

- Relative positioning of 19 mortgage operations service provider on Mortgage operations - Services PEAK Matrix®
- Service provider capability assessment across key dimensions
- Service provider comments

Scope of this report:



Geography
Global



Service providers
19 leading mortgage operations
service providers



Services
Mortgage operations

The study provides detailed view of 19 mortgage operations service providers offerings & capabilities as well as key strengths & opportunities

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Overview

Company overview
XXX is an operations management and analytics company. The company provides BFS, consult digital platforms and solutions, to provide BFS and analytics services to the clients. XXX has 10,000 employees in locations throughout the United States, Europe, Asia, and South Africa.

Key leaders

- XXX, Vice Chairman & Chief Executive Officer
- XXX, President & Chief Operating Officer
- XXX, Head of Operations, BFS

Headquarters: XXX
Website: [www.xxx.com](#)

Suite of services

- Origination
- Servicing
- Default Processing

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Key delivery locations

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Capabilities and key clients

Mortgage operations FTE mix by segment
Number of FTEs

100% = XXX

Mortgage operations revenue mix by ge
Revenue in US\$ million

100% = XXX

Client name	LOB (origination, securitiz)
ABC	Origination
ABC	Origination and servicing
ABC	Origination
ABC	Servicing
ABC	Origination and servicing
ABC	Origination

1 Buyer size is defined as large (>US\$10 billion in revenue), medium (US\$5-US\$10 billion in revenue), and

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Technology solutions/tools

Application	LOB	Year launched	Descript
Automation	Origination	2019	Leverag bank ac
Cognitive assistance	Origination	2019	Automat for stral docum
Chatbot	Servicing	2019	RPA ca applicat
Credit analysis tool	Servicing	2018	Sales p intellige
Proactive alerts	Origination	2018	Leverag inordis
Automated cash application	Origination	2018	RPA ca applicat
AI enabled automated operations	Origination	2017	Automat inordis
Analytics tool	Servicing	2017	Assem property
Profile management	Origination	2019	Digital t
Performance rating	Origination	2019	Straight

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Risk management & regulatory reporting

Risk management support	Details	No. of operations clients
Operations Risk	Operational Risk Dashboard, testing, risk reporting	2
Credit Risk	Credit risk model development, validation and testing, risk reporting	2
Market Risk	Testing, risk reporting	1

Regulatory reporting support	List of regulations	Description	No. of operations clients
US regulations	RESPA and TRID	Credit approval reporting	1
EU & UK regulations	FCI	Credit approval reporting	
APAC regulations		Across origination and mortgage bonds applications	

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Research calendar

Banking & Financial Services BPS

Published
 Planned
 Current release

Flagship BFS BPO reports

	Release date
Mortgage BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019	January 2019
Mortgage BPO Annual Report 2019	May 2019
Financial Crime and Compliance (FCC) Operations Services PEAK Matrix® Assessment and Service Provider Landscape	October 2019
The Amazing Race – Payments Edition 2020	June 2020
Banking BPS –Services PEAK Matrix® Assessment 2020	July 2020
Mortgage Operations PEAK Matrix® Assessment 2020	September 2020
Mortgage Operations – Service Provider Compendium 2021	November 2020
Payments Service Provider Landscape	Q4 2020

Thematic BFS BPO reports

	Release date
Think Banks Have Gotten the Most Out of Automation – Think Again	February 2019
Buyer Satisfaction In BFS – What Makes the Banks Frown?	August 2019
Makings of a Successful Sourcing Relationship – Deal Trends in Banking	August 2019
Business-Process-as-a-Service (BPaaS) Adoption Debunked – Current and Future Direction	September 2019
The Next Frontier in KYC and AML Intelligent Automation-led Transformation	June 2020
Achieve the Most Out of Our Analytics Spend – Analytics Success Stories in BFS	Q4 2020
Mortgage of the Future	Q4 2020

Note: For a list of all of our published BFS BPS reports, please refer to our [website page](#)

Additional BFS BPS research references

The following documents are recommended for additional insight into the topic covered in this report. The recommended documents either provide additional details or complementary content that may be of interest

1. **Mortgage operations PEAK Matrix™ Assessment 2020** ([EGR-2020-27-R-3984](#)); 2020. This report helps key stakeholders (buyers, service providers, and technology providers) understand the changing dynamics of the mortgage operations space and identify the recent trends and future outlook. It provides comprehensive coverage of the global mortgage operations space including detailed analysis of the state of the market, market trends and solution characteristics, service provider landscape, and the future outlook
2. **Banking BPS – Service Provider Landscape with Services PEAK Matrix® Assessment 2020** ([EGR-2020-27-R-3819](#)); 2020. The banking BPS market is quite mature, with service providers enjoying client confidence, especially in markets such as the United States and the United Kingdom. Digital has become an essential component of services delivery, and the COVID-19 pandemic is expected to accelerate digital adoption. The report examines the global banking BPS market and its service provider landscape. It will assist key stakeholders such as banks, financial institutions, service providers, and technology providers in understanding the current state of the banking BPS service provider market
3. **Mortgage BPO Annual Report 2019: Reducing Margins, Rise of Non-banks, and Declining Volumes – The Triad Shaping the Mortgage Industry?** ([EGR-2019-27-R-3184](#)); 2019. This report will assist key stakeholders (banks, service providers, and technology providers) understand the dynamics of the mortgage BPO market and help them identify the trends and future outlook. It would help the stakeholders form a better understanding of some of the key trends in the industry and plan their strategic activities accordingly. The report also looks at some of the key trends in the service provider landscape in detail.
4. **Mortgage BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2019** ([EGR-2019-27-R-3026](#)); 2019. This report helps key stakeholders (buyers, service providers, and technology providers) understand the changing dynamics of the mortgage BPO space and identify the recent trends and future outlook. It provides comprehensive coverage of the global mortgage BPO space including detailed analysis of the state of the market, market trends and solution characteristics, service provider landscape, and the future outlook



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