

“The turn-around time of the loan approval processing system was reduced to 2 seconds as against 1 minute - A performance improvement of over **96%** leading to better business performance and customer delight.”





Overview

The client is one of India's leading private sector banks. They have been using a multi-bureau application for checking customer's loan eligibility by pulling in credit score as a validation input.





Challenges

-  The response time of the multi-bureau credit check application had increased significantly as it took more than 1 minute to obtain credit information of the customer.
-  This led to slower turn around time for processing the customer's loan request. Hence, the total number of loans processed went down drastically and it began to impact the business metrics and performance.





Solution

-  We audited their system and found key pressure zones and high-traffic points that affected the turn around time to process the loan application
-  We optimized the code of the application so as to ensure faster response



Value

-  The turn-around-time was brought down to 2 seconds, as against 1 minute. (performance improvement of more than 96%)
-  This led to quicker loan approvals and hence, better customer service.