

BPM for Banking

Delivering BPM Group Training to the Banking Industry



At BPMInstitute.org, we understand the challenges that many financial institutions face today. Our clients have used the BPM approach we teach to improve business processes such as:

- **Customer Acquisition**
- **Customer Relationship Management**
- **Account Opening**
- **Loan and Mortgage Processing**
- **Inquiry/Complaint Handling**

It has been a challenging period for the U.S. banking industry. The U.S. banking industry has been impacted by global economic volatility, increasing regulation and various reforms during the past few years. It has had to bear the implementation cost of these regulations and this has driven an increase in operating costs. According to a recent article:

International Banker Magazine says...

"Some banks may need a complete re-engineering of their current IT architecture to incorporate their latest requirements. The industry needs focusing on its fundamental structure and getting rid of any overburdened or legacy systems that incur high costs."

Business Process Management (BPM) principles and practices represent a viable alternative to completely re-engineering your IT architecture. BPMInstitute.org has offered a comprehensive BPM curriculum since 2003.

While credit scoring and automated underwriting have evolved, many mortgage lenders still lack a well-synchronized, end-to-end loan origination process that coordinates the movement of both data and documents from initial application through to loan closing.

Electronically Track Both Data and Documents

Document management is challenging in loan origination because the lending process entails many documents created by different parties. For example, in many banks, a typical mortgage loan file may contain up to 50 different documents from multiple sources in multiple data formats. Lenders may collect these different documents from as many as ten different external sources, and a typical mortgage file contains 150 to 250 pages of paper at time of closing.

The application of BPM principles and tools has the capability to create a systematic, end-to-end lending environment that electronically tracks both data and documents and provides people with customized access to different parts of the loan or mortgage transaction.

Banks who chose to deploy BPM can overcome challenges such as:

- **Application Error Rates**
- **Lack of Critical Control and Auditing Features**
- **Slow and Costly Exception Handling**
- **Lack of Visibility into Documents from Multiple Sources and in Various Data Formats**

BPM is a major trend in technology and many banking organizations are looking to use this to improve the efficiency of their operations. To what extent is this top of mind within your organization?

We have helped dozens of major U.S. banks train their BPM groups.

- [Schedule a Consultation](#)
- **Call Us at: 855-304-8444**
- **Learn More at BPMInstitute.org/group-training**

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