

Improving the Home Buying Process for Tens of Millions of Americans



The Business Challenge.

Maintain mortgage market leadership by providing excellent customer service at reduced cost.

The Solution.

Unisys Digital Workplace Services, including service center for 11,000+ employees, thousands of loan agencies and hundreds of thousands of home owners, supported by two main sites.

Results and Benefits.

- Enhanced customer experience by reducing the time to resolve issues
- Gained the ability to support a mix of automation and live agent interactions based on customer preference
- Achieved the ability to reduce support costs over time (~8% first year in efficiencies; ~17% in following year)

“For more than a decade Unisys has supported our employees, loan agencies and home owners. Their continuous improvement has given us the flexibility to offer our customers the use of automation or the ability to talk to live agents. Combined with reduced the time to resolve issues, we are able to provide a great customer experience.”

Director, U.S. Government-sponsored Mortgage Company

For more information visit www.unisys.com

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