

# The Genius Behind Happy Borrower Experiences

Automation-enabled workflow for middle-office origination optimization



The heightened focus on delivering a digital borrower experience is justified.

The digital mortgage experience has improved the customer experience tenfold, but for many lenders, front-end innovations are still not enough to keep the customer happy and engaged. Not when the true hang-ups occur in the middle-office where resource-intensive, manual processes adversely impact the frequency and speed of borrower communications.

That's where GeniusWorks makes the difference. GeniusWorks is a groundbreaking blend of innovative mortgage automation and human touch that serves as the connective tissue between the front and middle-office origination operations.

By pairing Indecomm's mortgage underwriting talent with workflow automation, GeniusWorks streamlines and accelerates tasks, processes, and analyses at the most cumbersome phases of origination: loan set-up, processing, and underwriting.

Scale up borrower experiences without scaling up costs or staff

- ✓ 30% cost reduction
- ✓ 50% reduction in the number of lender touches per loan
- ✓ 70% Middle-office tasks are automated

**Contact:** [marketing@indecmm.net](mailto:marketing@indecmm.net)



GeniusWorks is a completely hands-free solution for your team. From loan set-up to underwriting all automation tools, tasks, processes, and analyses are fully managed by our team so you don't have to waste time implementing and training on new automation tools. Trusted by top-tier lenders, GeniusWorks leverages:



Improve time-per-loan by employing pre-programmed bots on up to 70% of your repeatable middle-office mortgage tasks



Automate, expedite, and simplify even the most complex borrower income analysis



Empower underwriters to make faster, more informed decisions with automated, risk-based underwriting decisioning technology



**The Indecomm Promise**

We rigorously test our products and guarantee their efficacy, ensuring each product meets and exceeds business and industry expectations.

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**Setup**

Accurate high quality income decisioning and automate first look underwriting at setup



**Processing**

Let our mortgage talent take on your processing tasks leveraging smart bots that increase cycle times



**Underwriting**

Achieve seamless data and documentation feeds to an automated underwriting system for faster, better analysis