

***HCL***

# HCL Novus Digital Lending and Mortgages

Driving digital transformation in  
lending origination and processing



More and more banks look to embrace digital transformation as customer expectations of faster, hyper-personalized and assisted self-services have spiraled to new heights. New, disruptive business models are democratizing innovation in the industry, and FinTech companies are upending yesterday's success strategies with value-added services and disrupting businesses across the lending value chain. Many of the core technologies have been around for at least a few years and have recently matured to not only address optimization of current models but also to enable new business models.

## Challenges in lending and mortgage landscape



### Manual, outdated processes

- Multiple interactions between process actors
- Longer lead time for loan/mortgage approvals



### Lack of data and analytics

- No 360 degree view of the customer
- No insights from historical data
- Lack of personalization



### Legacy platforms

- Higher Infra, IT, and operations' costs
- Inflexible systems slowing down response to market trends



### Heavy documentation

- Multiple documents required from the customer



### Customer experience

- Phygital (Physical + Digital): Lack of full digitization of the end-to-end customer journey requiring physical interaction
- Non-uniform experience across different channels



### Rise of FinTech

- Highly agile and innovative
- Traditional lenders are unable to tap new customer segments

## Banking services that make us stand apart

**15,000+**  
engineers with  
**800+** SMEs



We work with  
12 of the **top 25**  
**FinTech firms**



**150+**  
partnership  
ecosystem



**Delivered**  
**award-winning**  
**banking solutions**  
for our clients



We work with  
the **top 2 retail**  
**banks across**  
**each geo**



**Engineering Partner**  
for Market Leading  
lending platforms –  
Finastra, Linedata,  
DXC Technologies



**An ecosystem of**  
**FinTech and**  
**innovation labs**



## HCL Novus next-gen Digital Lending and Mortgages

HCL enables the transformation of its customers' lending and mortgages business process using its wide range of solutions, such as building digital platforms, process automation, core system modernization, and improving the customer and employee experience.



### Key differentiators

- Urban Fulfillment Services
- One Lending Framework
- HCL Novus Lending
- iMOS (Integrated Mortgage Origination Services)
- Loan origination & servicing using Pega
- Loan origination & servicing using Salesforce
- Power banking
- HCL API Hub
- 3-lever BPM
- EXACTO: AI-based OCR engine
- TOSCANA: Workflow engine





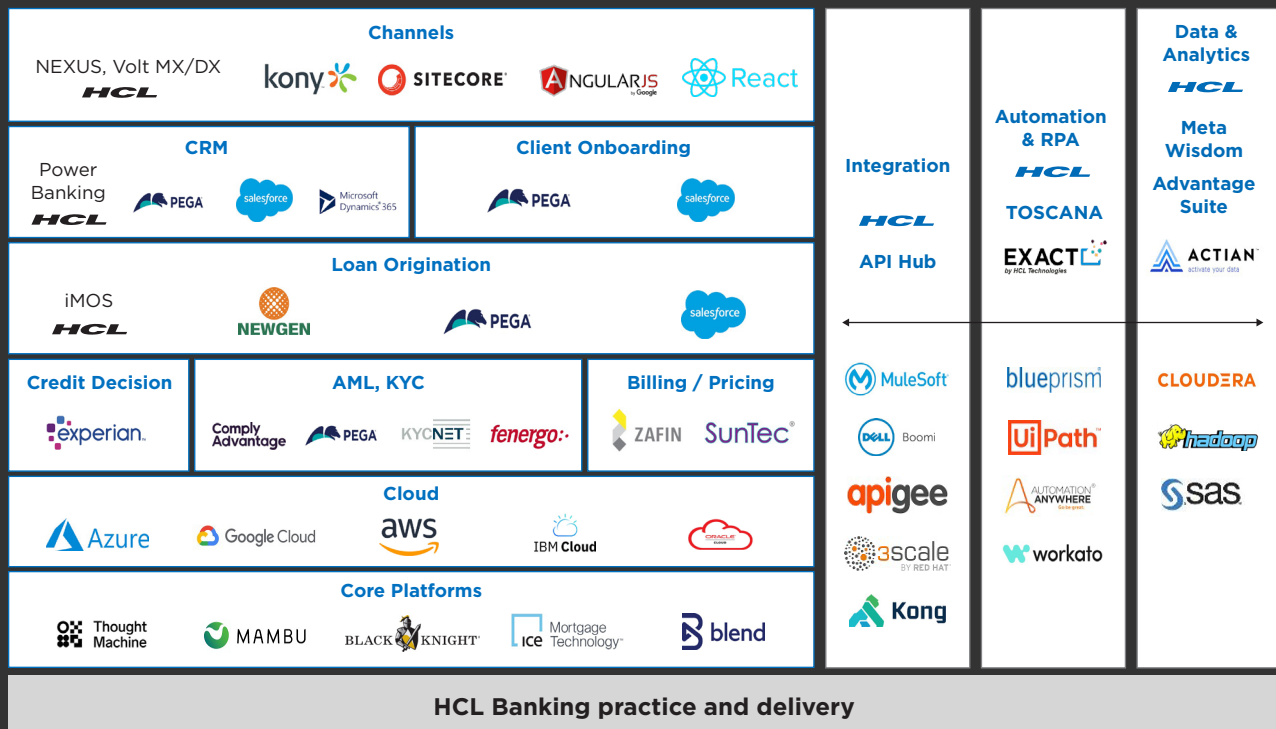


## How can HCL help?

HCL has been the strategic partner for banks across the globe in accelerating their lending and mortgages digital transformation initiatives. HCL offers comprehensive digital lending and mortgages transformation solutions using HCL's own IP, products, and a partner ecosystem that directly addresses the various improvement opportunities to transform the stakeholder experience in loan origination and processing. The solution offerings can be consumed either as point solutions or a complete process transformation initiative to deliver unmatched business value depending on the business case needs.







HCL, through a focused team of domain experts, data scientists, and solution architects, can assist through this mortgage lending transformation journey with our solutions set and unique differentiators.

## Solution Components

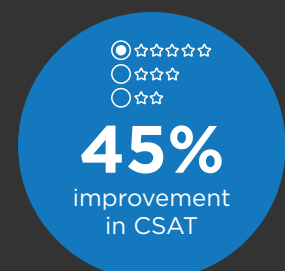


# Illustrative product and solution components

## Our micro-offerings and key benefits

 <b>Digital loans</b>	<p>Providing an <b>end-to-end digital lending experience</b> and journey for a customer by incorporating transformations across the lending value chain (from channels, processes, and core systems)</p>	<ul style="list-style-type: none"> <li>Enhanced customer/employee experience</li> <li>Rapid customer onboarding</li> <li>Higher conversion rate</li> <li>Higher percentage of wallet share via a lending/mortgage ecosystem</li> </ul>
 <b>Digital Mortgages</b>	<p>Providing an <b>end-to-end digital mortgage experience</b> and journey for a customer by incorporating transformations across the mortgage value chain (from channels, processes, and core systems)</p>	
 <b>SME Lending</b>	<p><b>Digital transformation, next-gen lending operations and building SME lending ecosystems</b>, and offering solutions beyond lending solutions (payments, POS, e-commerce, liquidity and cash management)</p>	<ul style="list-style-type: none"> <li>Faster customer on-boarding with reduced time to market</li> <li>Enabling end-to-end Straight Through Processing</li> </ul>
 <b>Platform implementation and modernization</b>	<p><b>Enabling banks to adapt and respond to the “digital age”</b> by overhauling their legacy systems either by engineering or platform implementation</p>	<ul style="list-style-type: none"> <li>On-demand cloud native digital platform</li> <li>Enhanced customer/employee experience</li> </ul>
 <b>Lending process Automation</b>	<p><b>Processing reengineering and enhancing process automation</b> by implementing automation &amp; RPA tools</p>	<ul style="list-style-type: none"> <li>Enabling end-to-end Straight Through Processing</li> <li>Reduced Turn Around Time</li> </ul>
 <b>Mortgage/ lending as a service</b>	<p><b>Moving to a consumption-based model</b> in lending/mortgages leveraging cloud-based platforms</p>	<ul style="list-style-type: none"> <li>Cost reduction by converting CAPEX to OPEX</li> <li>Enhanced flexibility, scalability and availability of the platform</li> </ul>

## Key business payoffs



## Success stories



For a leading financial institution in the UK, we transformed the lending experience for their customers with the introduction of an API based decision in principle (DIP), giving customers an indication of what the bank will lend to them in seconds. Customers can now make digital payments and over payments to their mortgage online via the mobile app and instantly see the reduced monthly payments. This not only decreased the processing time from 5-6 days to less than an hour, but also doubled the bank's daily over-payment lump sum transaction volumes through the digital channels we conceptualized for them.



For a leading financial institution in the UK, HCL implemented an end-to-end digital lending solution. The solution was focused on three main pillars - Digitise (Digitise processes to respond faster and scale efficiently), Connect (Develop more flexible and innovative products to grow business) and Grow (Connect seamlessly to customer channels like Digital, Broker, and others).



A leading German FinTech had a manual excel based credit risk underwriting process that we digitized using two leading third-party industry solutions. This reduced the processing time by 75%. We also reduced the effort required for generating dunning letters to customers by 67% by incorporating process automation in the new redesigned system.



For a large global Dutch bank, we have implemented a Digital One Lending platform for SME lending operations using a modern technology platform. This platform optimizes the long-term usage and maintenance of IT application and infrastructure assets.



For a Swedish bank, HCL was responsible for the solution design and development of a common lending platform to be rolled out across eight countries in Europe and the UK. We transformed the paper based process into a fully digital process accessed via web and app. We reduced the processing time from 3 - 4 days to 3 - 4 minutes at the Point of Sale (including the time for the customer to fill up all necessary details). We also implemented Open Banking API based connection for address verification during loan processing

For enquiries and clarifications, please reach out to [fscommunication@hcl.com](mailto:fscommunication@hcl.com)

# HCL



[www.hcltech.com](http://www.hcltech.com)

HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on December 31, 2021, HCL has a consolidated revenue of US\$ 11.18 billion and its 197,777 ideapreneurs operate out of 52 countries. For more information, visit [www.hcltech.com](http://www.hcltech.com)