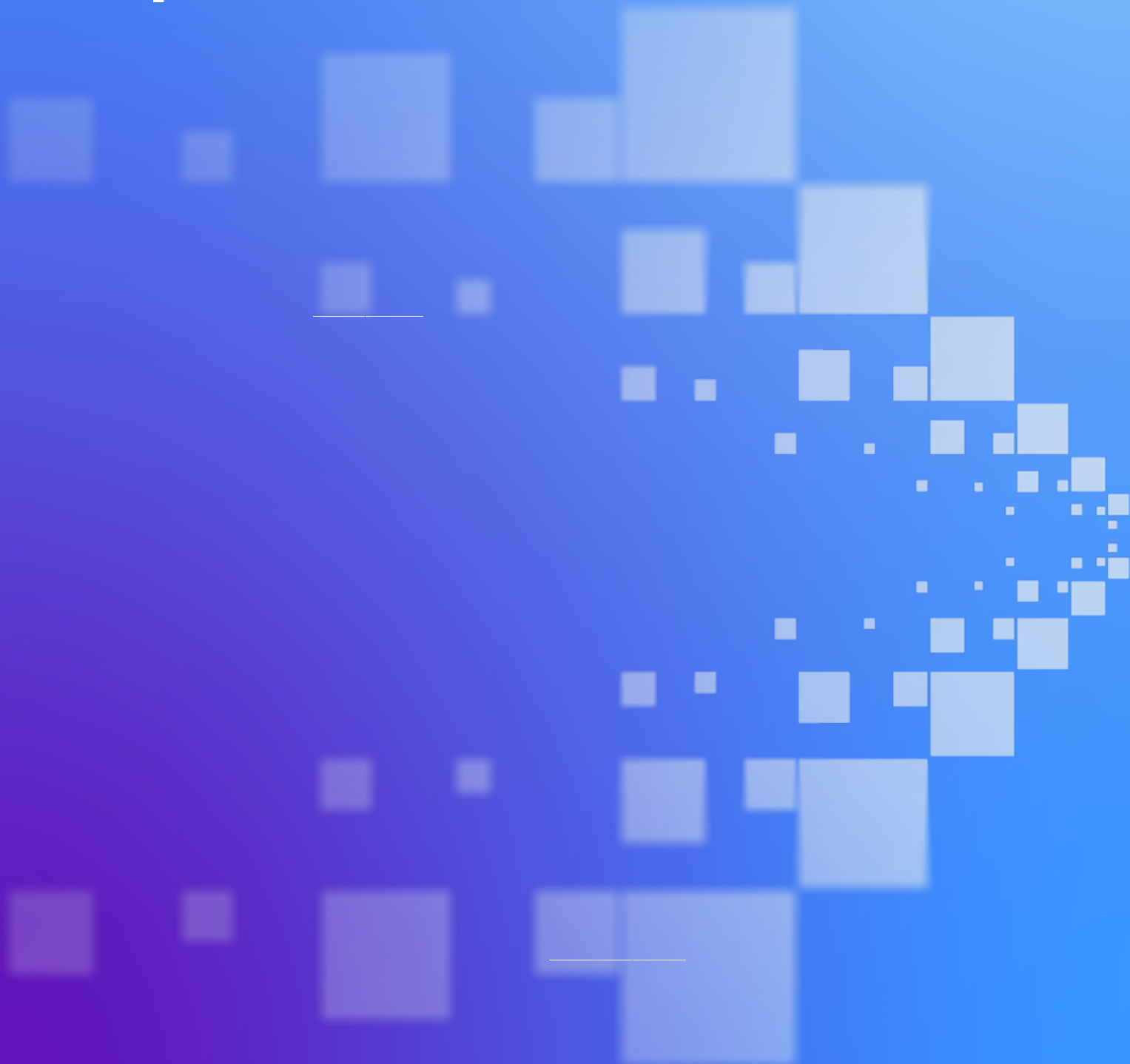


# Accelerate time to market for lending with **Experian PowerCurve**



Discover how these leading financial institutions enabled faster credit decisions—loan approval time reduced to 2 hours, improved customer experience and ensured a more secure risk profile with Experian PowerCurve.

## Overview

One of the key trends that we observed post-pandemic was the emergence of multiple trends in lending, ranging from increased adoption of Buy Now Pay Later (BNPL) loans to leveraging ready-to-deploy cloud platforms. These trends were driven by the digitization of

credit processes with the underlying aspirations of increasing revenue growth and making significant cost savings. Underneath these aspirations are greater challenges that banks must address effectively to achieve immediate success.



## Challenges

The growing competition in the lending space has forced banks to look inward—to discover the barriers preventing them from making faster and more consistent credit decisions. Based on our experience of working with multiple clients across geographies in lending, the following are some of the significant challenges they face:



Manual touchpoints increase the cycle time for approval



Limited channel integration resulting in disconnected customer experience



Delay in time to market due to manual verification of customers



Multiple lending platforms and disparate processes



Absence of digital valuation of the property

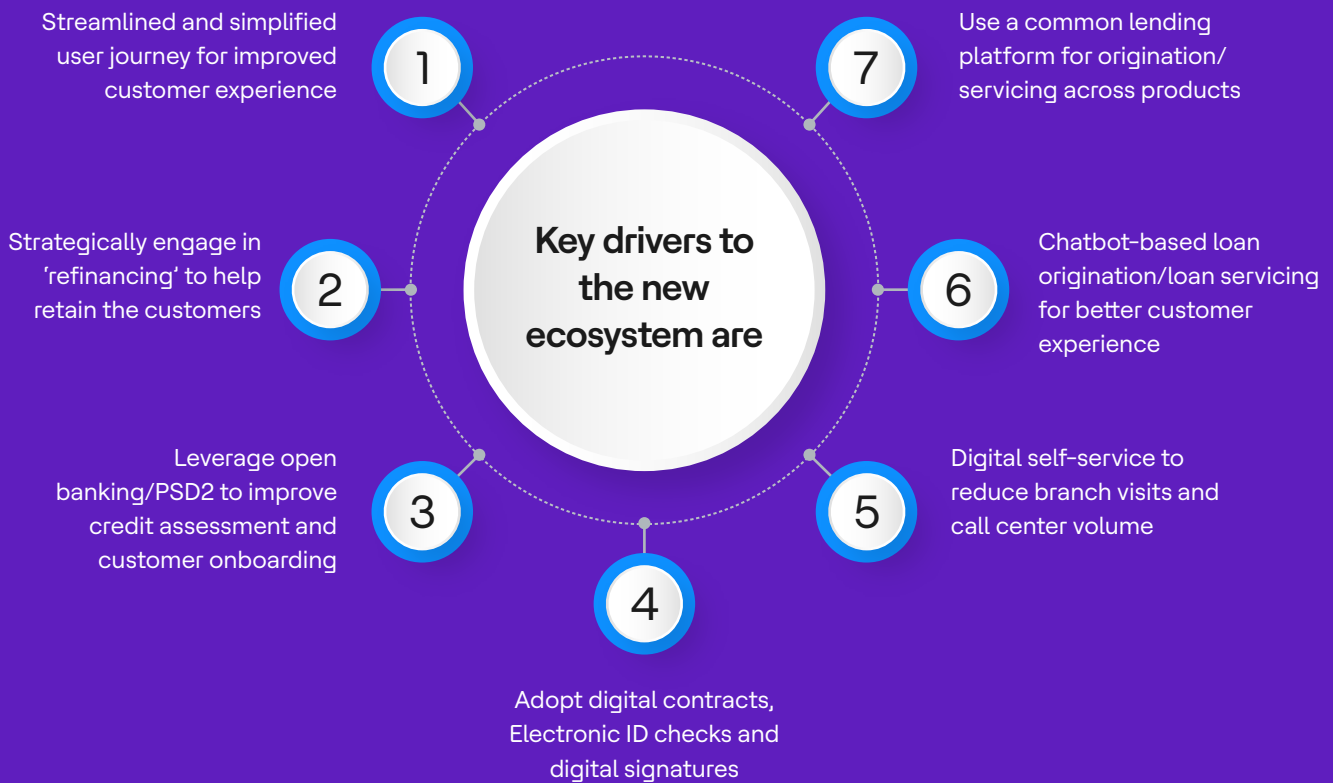


Lack of alignment and single-pane-of-glass experience across lending processes

# Key drivers to change

Managing challenges was significantly critical for the banks, as the credit ecosystem is changing rapidly. Today, it is infused with data science, technology and analytics that provide deeper insight into applicants to help make credit decisions confidently. Besides, digitization is making every aspect of the lending process trackable in real-time.

Interestingly, banks are keener to digitize the entire lending ecosystem instead of a few aspects of the application. This accelerates the whole decisioning processes while putting more power in the hands of lenders to ensure that decisions are compliant, fair and reduce the likelihood of bad debt.



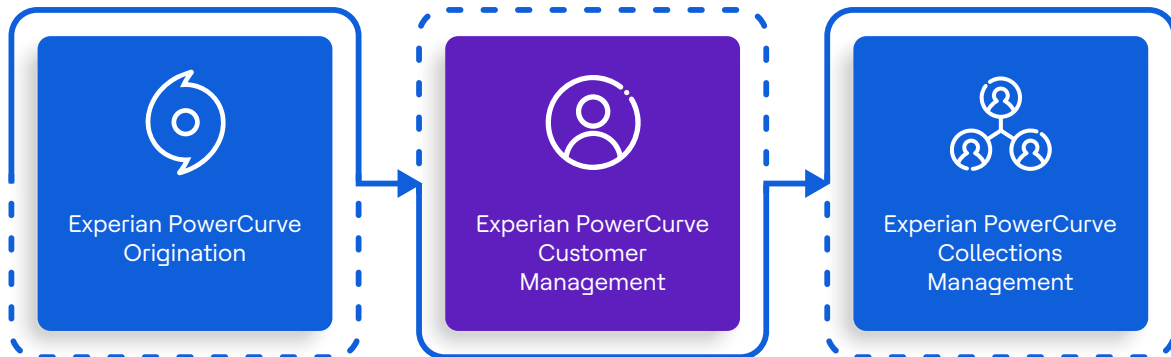
# Evolving lending industry

The lending industry is adopting 'Digital at Scale' program to improve customer experience and supercharge the speed to market capabilities. While there is an emergence of newer products around lending, the scalability of the existing platforms to adopt the market trends takes time. This is one of the key reasons why banks and financial institutions are looking at 'Ready to Deploy' lending solutions. This could improve the speed of adoption and accelerate scalability to launch differentiated products with ease.

HCLTech has proven experience in implementing such solutions across retail, SME, commercial and corporate lending. We have successfully implemented Experian PowerCurve solution to accelerate time to market for lending and improve customer experience. Besides, we have proven expertise in implementing Newgen, Blend, Basiq, LendFast and various other platforms to help lenders achieve their business goals.

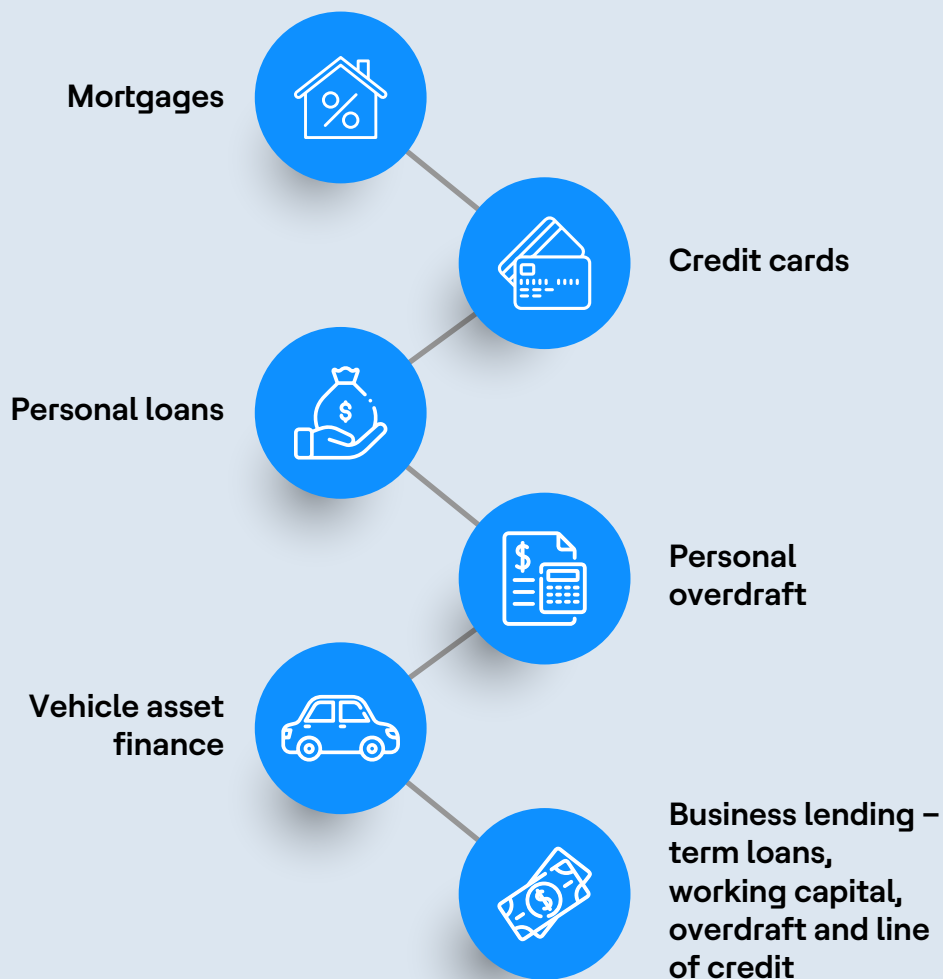
# Experian PowerCurve platform

Experian PowerCurve is a platform to help businesses adopt the most effective decision management strategies across the customer life cycle. Experian PowerCurve platform offers a suite of services such as:



## HCLTech Experian PowerCurve capabilities

HCLTech has deep experience aligning performance factors of lending processes and Experian PowerCurve to achieve the expected business outcome. Our Experian PowerCurve implementation span across the following lending segments:



# Creating a difference with Experian PowerCurve implementations



## Client

A leading bank in APAC

## Engagement overview

Facilitated implementation of automated decisioning capabilities using Experian PowerCurve for 6+ years across the retail lending portfolio

## Products in scope



Mortgages



Personal loans



Personal overdraft



Credit cards

## Key drivers

- Automation of credit decisioning to improve time to market
- Accelerate implementation and support of product version upgrades
- Optimize downtime during upgrades to reduce impact on business.

## Solution delivered

### Experian PowerCurve origination

- Develop and support interfaces to Experian PowerCurve with multiple internal/external applications such as
  - Loan origination and financial crime platform
  - Home loan fraud prevention application
  - Group data warehouse
  - Internal credit scoring engine

### Experian PowerCurve strategy manager:

- Business rules configuration in Strategy Manager based on business inputs
  - "What-if" scenario analysis based on changes to specific business rules
  - Deploy changes to Strategy Manager in production including housekeeping and managing patches
- HCLTech developed a custom solution to automate installation and deployment to accelerate the completion of version upgrades in 2 to 3 hours leveraging the following:
- Automation – Docker (Containerization)
  - Ansible (development automation)
  - Teamcity and Octopus(deployment)

## Business benefits

- Reduced impact to business by ensuring continuous availability of the application
- Accelerated adoption of COVID-19 related business rules
- Enabled "What-if" scenario analysis based on changes to specific business rules

## Client

A leading multinational bank in Australia

## Engagement overview

Strategic partner for loan collections using Experian PowerCurve for 5+ years across retail assets division of the bank

## Products in scope



Mortgages



Personal loans



Overdraft



Small business loans

## Key drivers

- Reduce loan losses through the implementation of an integrated workflow solution for loan collections
- Deploy effective business strategy and rules based on customer behavior to improve recovery rates

## Solution delivered

### Experian PowerCurve collections:

- Create workflows for COVID-19 business requirements
- Assistance program for defaulted customers by providing SMS
- Restructuring the loans, provisioning, write-off, charge-off, etc.
- Configure workflow for sending communications to customers and further actions using two-way SMS enabled by Notification Broker
- Litigation tracking – design and build workflows for delinquent accounts assigned to third-party debt collection agencies
- Configure workflow for solicitor's assignation functions
- Implementation of assignation rules in PCC
- Develop provision to upload documents by customers
- Implement changes due to regulatory requirements such as revised hardship strategies
- Loan restructuring-related changes
- Revised the requirement to implement hardship at the account level (single customer view)
- Develop workflows for loan-related amendments such as arrear capitalization, interest rate reduction, reduction of principal, etc.
- Achieve Straight Through Processing (STP) resulting in loan approval in under 2 hours
- Adjustable automated checks
- Parametrized decisioning
- Automated dataflow via robust APIs

- Configure and customize exceptions management functionality covering dispute management, internal/external disputes and bankruptcy issues & treatment of deceased customers
  - Develop a self-service portal for hardship assistance
  - Creation of reporting universe to access collections reports anytime and anywhere
  - Create and customize delinquency-related reports for business users in MicroStrategy
- Business benefits**
- Ability to create custom workflows based on specific business requirements
  - Develop data insights for the business users to support strategic decisions to reduce loan losses and improve recovery rates

**Client**

A leading multinational bank in Europe

**Engagement overview**

Integration of bank's SME lending platform with a leading Fintech. Achieve rapid SME loan decisions through automation of credit decisions' process leveraging Experian PowerCurve

**Products in scope**



Term loan



Working capital



Line of credit

**Key drivers**

- Enable single end-to-end workflow for loan decisioning
- Improve time to decision by automating the underwriting process
- Resolve operational risk arising from excessive manual work involved in various steps of the risk assessment process
- Replace EUCs such as Excel based credit scoring models with an automated credit decisioning platform – Experian PowerCurve

**Solution delivered**

**Experian PowerCurve Strategy Management**

- Complete credit risk assessment integration with Experian PowerCurve Strategy Manager (PCSM)
- In-house built interface to manage the risk funnel and accelerate decisions with PCSM
- Development of Underwriting UI for all risk assessment steps like Pre check, Credibility check, Policy requirements and Loan request

**Business benefits**

- Drive risk model innovation through instant lending risk model eraging Experian PowerCurve
- Faster credit decisions resulting in cost reduction and increase time to market by up to 50%
- Achieve Straight Through Processing (STP) resulting in loan approval in under 2 hours
- Adjustable automated checks

- Parametrized decisioning
- Automated dataflow via robust APIs

With more than 30+ years of experience and 100+ implementations in the lending space, HCLTech has been the strategic partner for banks and financial institutions in lending transformation programs across multiple geographies. Leveraging strategic partnerships, HCLTech has helped top 20 banks across the globe to accelerate digital adoption and drive business outcome-led initiatives in lending.





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# HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to 222,000+ people across 60 countries, delivering industry-leading capabilities centered around digital, engineering and cloud, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending December 2022 totaled \$12.3 billion. To learn how we can supercharge progress for you, visit [hcltech.com](https://hcltech.com).

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