

NTT DATA Consulting spearheaded mortgage system conversion to deliver nearly \$26 million in cost savings

Challenge

Moving to a better way of doing business required some heavy lifting.

After acquiring a large mortgage lending company, NTT DATA Consulting's client — a Top 4 U.S. Bank — quickly recognized the advantages of converting its vendor-based mortgage processing system to the acquired company's proprietary system. Moving to the best-of-breed system offered better knowledge management, more robust processing capabilities, and a lower cost-per-transaction rate. The client wanted to move fast to reap the benefits, but it needed NTT DATA Consulting's advisory, technology, and program management expertise to deliver on the advantages of the conversion — all while maintaining information integrity and high customer service levels.

Solution

NTT DATA Consulting closely managed the integration of business realities with technology capabilities.

The client chose NTT DATA Consulting because it had in-depth knowledge of its vendor-based mortgage processing system and an established track record of delivering spot-on strategic advice — and even better results. NTT DATA Consulting consultants quickly got to work, collaborating closely with the client to provide the direction, design, program management, and technical support for the entire conversion process. They identified business impacts and worked with the client's mortgage group leaders to resolve key issues. NTT DATA Consulting technology specialists conducted a system gap analysis and then provided the application development, data management, and testing expertise the client lacked. NTT DATA Consulting also provided end-to-end program and project management to ensure the conversion's rapid and successful completion.

NTT DATA Consulting Client Success Story:

Top 4 U.S. Bank

Offerings:

Application Rationalization,
Implementation, and Conversion

Project Management Office (PMO)

Client Results:



**\$26M in savings
from the conversion**

NTT DATA Consulting's leadership ensured a successful consolidation and tangible cost savings.

Results

NTT DATA Consulting's close management of the project helped the client seamlessly convert millions of customer and improve system performance and efficiencies.



\$26M

in savings from conversion



Improved

system functionality
and performance



Reduced

inefficiencies from
system redundancies



3.2M

customers successfully
and seamlessly converted

About NTT DATA Consulting

NTT DATA Consulting takes an industry-centric approach to business and technology consulting. We seamlessly integrate business strategies and enabling technology to help clients accelerate business-driven transformation and compete in the digital world. NTT DATA Consulting has the unique ability to create end-to-end solutions by tapping the entirety of NTT DATA's global technology and business process capabilities. In financial services, our 1,000-plus business consultants and 4,000 technology experts work with 25 of the leading financial institutions in North America. Visit www.nttdata.com/USconsulting to learn more.

About NTT DATA

NTT DATA is a leading business and IT services provider and global innovation partner with 80,000 professionals based in over 40 countries. NTT DATA emphasizes long-term commitment and combines global reach and local intimacy to provide premier professional services, including consulting, digital, managed services, and industry solutions. We're part of NTT Group, one of the world's largest technology services companies, generating more than \$100 billion in annual revenues and partner to 80% of the Fortune 100. Visit www.nttdata.com/americas to learn more.

Let's Get Started

To learn more about how we can help you succeed, please contact:

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Client Quote:



NTT DATA

*Consulting is very
solid in the home*

*and wholesale lending space;
they are people that really
understand the business.
They are able to bring
resources with real expertise
to the business — in every
individual on the team."*

- Top 4 U.S. Bank