

ACS Mortgage Solutions

ACS is the leader in the mortgage services industry.

We currently process loan documents for five of the top ten largest mortgage companies in the United States. Our value to our clients lies not only in large scale imaging, but also in systems operation, back office processes and customer support capabilities. We work with each client to define process improvements to enhance mortgage systems operating efficiencies.

ACS' experience and approach to mortgage services combined with ACS' size and financial stability make us the right partner of choice. As a partner, ACS will leverage people, technology, process, and capital to deliver best-in-class BPO practices to meet your company's needs.

END TO END MORTGAGE SOLUTIONS

ACS delivers a full range of services to streamline the entire mortgage process.

- Mailroom
- Imaging
- Loan Review and File Creation
- ACH Payment Processing and Reporting
- Collections, Bankruptcies, Foreclosures
- Escrow Management
- Data Integrity
- Customer Service
- Audit and Research
- Document storage, Retrieval and Destruction

EXPERTISE IN KEY MORTGAGE CAPABILITIES

Our proven solutions encompass the entire loan production cycle and investor functions.

- Imaging – Industry leading expertise in capturing, classifying, and converting documents
- Back office – Combining the best global labor resources with technology to provide faster and more cost effective processes
- Customer Care – Improve customer loyalty while reducing the operating costs of servicing call centers
- Document Management - Moving, storage, retrieval and destruction of mortgage documents

ADVANCED TECHNOLOGY

ACS' world-class technology provides the best in security and functionality.

- Document Inventory and Capture
- Remote Capture – Branch scanning and indexing
- Image Import – Fax and FTP hosting
- Automated Document Recognition (ADR) – multiple engines in use to provide consistent, reliable document classification
- Hosting Services – proprietary image repository for short and long term storage with customized DR solutions.
- Workflow – Web based queue management and routing combining questions and images.
- Image Retrieval – Web based ad-hoc query and image display

Benefits of Outsourcing With ACS

- Global Resources
- Risk Mitigation
- Business Continuity
- Proven Solutions
- Industry Expertise
- Best Practices

ACS Mortgage Services in Action

- 1 billion mortgage loan images hosted– 25 million pages per month
- 40+ years supporting banks and credit card issuers
- Top 15 FORTUNE 500 commercial banks
- 6 of the top 10 credit card issuers
- Largest student loan servicer in the U.S.
- Store 15 million rolls of film (375 billion checks)
- 1 million check retrievals per month
- 1200 customer care agents supporting our financial clients
- 8 million calls/year for credit card issuers

ACS is Recognized

- #1 on Best Performing BPO Providers (Global Services 100)
- #1 on Gartner's Top BPO Vendors - Multiple Processes
- #2 on Gartner's Top 10 HR BPO Vendors Worldwide
- #3 on Information Week 500 List of Leading Business Technology Innovators
- Leader on Gartner's Data Center Outsourcing Magic Quadrant

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expertise in action™

