



DPR Consulting Case Study: Beacon Homeloans



Background

Beacon Homeloans, the UK lender, improves processing times and reduces costs with DPR.

Beacon needed to replace its in-house, bespoke solution to meet new and challenging processing requirements. By deploying DPR's Origination Solution it has now met key targets and has a flexible platform for future change.

Benefits

- 90 mins processing time saving per case
- Underwriter support process
- Retain Manual Underwriter USP
- More detailed, timely MI
- Reduced touch points

Shaun l'Anson, Head of Lending, comments

"DPR's solution has allowed us to improve our processing times by more than 90 minutes on each case, without losing our key USP of providing a manually underwritten case in each instance. This generates significant bottom line difference to our business and has also provided a more diligent, robust process flow which helps in our regulatory adherence and reporting."

The Challenge

Beacon is an intermediary based lender whose products are available exclusively through selected packager partners. Beacon was faced with ever changing market scenarios and needed to improve the service it provided to its distribution partners. At the same time Beacon was looking to provide a more streamlined and efficient underwriting and processing environment to underpin this new service proposition.

The in-house, bespoke solution was not providing the flexibility required and Beacon decided that it would go to market to source a solution that could help it meet its specific business goals going forward.

Beacon had very precise requirements which had been formulated through an extended internal review involving both Business and IT stakeholders and its Distribution Partners.

The new solution needed to meet a number of key points :-

- Increase process efficiency and accuracy
- Improve MI
- Provide standardised 3rd party integration
- Single technology platform
- Fully support the intermediary requirements

Following a formal selection process, DPR was chosen from three shortlisted suppliers to be the main solutions partner.

The Solution

Beacon's key USP differentiator is a manually underwritten case. This was maintained at the heart of operations, but with improved automation to support the underwriters in their decision making.

DPR's Origination Solution offers out-of-the box UK mortgage processes which were adapted to suit Beacon's specific operations and underwriting model.

"Throughout the project delivery we have benefited from DPR's standardised components offering best-of-breed UK mortgage processes and with the help of DPR's consultants we have worked together to configure these to suit our specific operations model. We now have a Beacon Solution which is tailor-made to our way of working, but with the peace of mind that it is based on best-of-breed process and proven technology."

Andrew Townsend, Group Managing Director

The 'Beacon Solution'

Beacon is able to leverage key functionality areas within DPR's solution to achieve its business and processing objectives. 3rd party integration used by Beacon includes e.g. XIT2, Hometrack, BankWizard, QAS and HML. Rules and Wizards are also now a key part of Beacon processing.

DPR Rules Engine

One of Beacon's central objectives was to automate mundane tasks undertaken by Underwriters in order to speed up the process and achieve a higher ratio of cases handled by each Underwriter.

Beacon together with DPR consultants devised standard Rules and Policies which can be run automatically or manually as part of the processing environment. This means that Underwriters are presented with the relevant information at the right stage for decision making without having to undertake time consuming manual tasks.

Beacon uses Rules and Policies to support the manual underwriting in the following key areas :-

- Affordability
- Post Valuation decision
- Product selection
- Checklist management
- Offer Conditions creation and management

DPR Wizards

To assist Case Processors and Underwriters further, Beacon use Wizards extensively. Wizards are defined processes which guide a user through the process of undertaking a task on a case. This helps Beacon with both in-house and regulatory process adherence.

"We wanted a proven, scalable and configurable solution based on our corporate Microsoft standard. DPR demonstrated a proven ability to deliver modern solution components using Microsoft technology. This allows us to operate an environment which not only gives our business users flexible, user friendly applications, but also allows our in-house IT team to operate using modern Microsoft standards, thereby making it easy to integrate 3rd parties, manage MI and even write our own Web Services to work with DPR's technology."

Tony West, Head of IT

About Beacon

The Beacon Group is a successful group of companies specialising in the UK lending, packaging and asset management market.

Brands include Beacon Asset Management, Beacon Mortgage Packaging, mdnationwide and Beacon Homeloans.

Beacon Homeloans is a lender focusing on residential and buy-to-let mortgages. Beacon's products are available to professional mortgage intermediaries, via selected mortgage packagers.