



## BPM for Efficient Loan Management

### Ultimus Case Study

- **Refund** Check Process
- **Second** Charge Process
- **Time-savings** of 13 hours per day
- **Auditability** and compliance Auditability and compliance with regulatory requirements
- **Improved** operational control and efficiency
- **Significant** reduction of throughput time
- **Increased** process and business performance
- **Improved** quality of customer service
- **Optimal** utilization of resources
- **Considerable** reduction of operational cost
- **Maintained** competitive advantage

## FIRSTPLUS Financial Group



### Process Description & Background/Need

FIRSTPLUS Financial Group is a financial services organization specializing in secured personal loans that enable customers to replace expensive credit with a lower interest loan and a single affordable monthly repayment. To take care of their core loan management processes, FIRSTPLUS implemented the Ultimus BPM Suite as an essential technology to maintain their competitive advantage. "We are now directly focusing on the effectiveness of our core business processes and to make them become more responsive, operate with higher quality whilst reducing overall operating cost and therefore improving the efficiency and profitability of the company," said Jonathan Jones, Ultimus project manager at FIRSTPLUS.

As a full member of the Barclay's Group, FIRSTPLUS Financial Group specializes in personal loans and the refinancing of loans. With over 50,000 customers and a team of 300 employees, FIRSTPLUS has become a market leader in their sector, and were awarded the attribute of "World Class" by CBI in 2004. Within its nine years since inception, FIRSTPLUS has experienced massive growth. As with all businesses that experience rapid growth from the outset, the critical processes most likely evolved without much strategic and structured planning. FIRSTPLUS needed a strategic BPM solution for structural process implementation and automation across the different areas and business functions within the organization.

FIRSTPLUS has initially implemented Ultimus to handle the complexities of two of their core business processes. One is a check reissuing process that manages refunds to customers, and the other one regulates the application of a second charge on a customer's property. With the multiple interfaces that the Ultimus BPM platform offers, FIRSTPLUS was able to integrate many different IT systems and pieces of software necessary to apply a cross-functional approach touching Sales, Underwriting, Payouts, Finance, Customer Care and Customer Management teams.

### Refund Check Process - Points of Pain Addressed

- This process absorbed a lot of time as communication between Customer Care and Finance was carried out through e-mail and telephone calls.
- Control was not guaranteed as there were no audit trails.
- There was the possibility of missing or overlooked refund requests, which negatively reflected on the quality of service.

### Solution Overview

The refund process is initialized by the Customer Care department whenever inadvertent over-settlements on the part of FIRSTPLUS occur triggering the processing of a check refund to the customer. The initial application for refund then moves to a supervisor for authorization. When signed-off, the incident leaves the Customer Care department, and moves to the Finance department. The Finance officer then checks the details and subsequently authorizes the check to be produced. This step triggers a number of actions that involve the Ultimus system integrated with FIRSTPLUS' main Customer Management.



Ultimus ensures updating of the ledger file with the relevant transaction and amending of the account's balance accordingly. Secondly, Ultimus kicks off the Customer Management check production process which adds the details to the check file, generates a check number and adds the correct details to the check. Finally, the check is produced along with an accompanying letter by interfacing with another third-party system. This actual step used to take more than 5 minutes when performed manually. With Ultimus, this step is completed within five to ten seconds.

#### Other Process Automated By Ultimus

FIRSTPLUS also implemented Ultimus for applying a second charge on a customer's property. This process consists of various notification and verification steps between the Sales person and the solicitors that are performed to route information about the customer's property with respect to whether or not it provides sufficient security against the proposed loan. By automating this process, Ultimus ensures the security on the properties that FIRSTPLUS lends against.

#### Business Advantages

##### Enormous Time Savings

- Thanks to Ultimus handling the Check Refund process, 10 minutes are saved per reissuing of check.
- With the large number of checks being reissued, FIRSTPLUS are able to save over 13 hours per day.

##### Improved Quality

- Secured automation results in higher operational quality and service which reflects positively on FIRSTPLUS' reputation among customers.
- The Ultimus-based processes are well-structured and can be optimized leading to improved process quality and business performance.

##### Operational Efficiency

- The considerable time savings result in employees being able to spend more time on customer interaction.
- With Ultimus BPM serving as interdepartmental and cross functional platform that connects systems, people, and processes, FIRSTPLUS is able to achieve maximum efficiency out of its resources.
- The reduced throughput time results in a substantial reduction of operational cost resulting in FIRSTPLUS' opportunity to maintain their competitive advantage.

#### The Future With Ultimus Within FIRSTPLUS

With the increasing regulatory restrictions being imposed on the finance industry, FIRSTPLUS are looking to use the Ultimus BPM platform to satisfy the requirements for auditable evidence, for example, the documentation and auditing of their recruitment process. Furthermore, FIRSTPLUS see a significant competitive advantage in Ultimus' strong third-party integration capabilities. Having already started to include external solicitors in the Ultimus process with the Second Charge process, Jonathan Jones plans now to involve their brokers in the process. "If FIRSTPLUS, with its business partners, can quickly achieve the advantages, reduced errors, improved information visibility and higher quality with the help of Ultimus, we'll immediately be putting ourselves at an advantage over our competitors." For more information on the Ultimus BPM Suite and how it can help your company become an agile enterprise, please visit [www.ultimus.com](http://www.ultimus.com).