



**Customer:** Nedbank  
**Website:** <http://www.nedbank.co.za>  
**Customer Size:** 26.000  
**Country or Region:** South Africa  
**Industry:** Financial Services Industry  
**Partner:** Mint Management Technologies

#### Customer Profile

Originally founded in 1888 in Amsterdam as the Nederlandsche Bank en Credietvereniging ("Dutch Bank and Credit Union). The bank expanded to South Africa. The new Nedcor Group was formed on 1 January 2003, combining Nedcor, BoE, Nedcor Investment Bank, and Cape of Good Hope Bank into one legal entity. The Nedcor Group was renamed the Nedbank Group in 2005.

#### Software and Services

- Microsoft Server Product Portfolio
  - Microsoft SQL Server 2008
- Other Products
  - Windows Mobile 6.5
  - Windows Phone 7
- Technologies
  - Microsoft .NET Development
  - Microsoft Silverlight

For more information about other Microsoft customer successes, please visit: [www.microsoft.com/casestudies](http://www.microsoft.com/casestudies)

Improving the customer experience with faster home loan turn-around times and making life easier for property valuers

"Mint's Property Solution has contributed towards significant operational efficiency improvements which have resulted in Nedbank providing quicker responses to applicants, thereby improving the customer experience when applying to Nedbank for a Home Loan."

Andre Appelgryn, Nedbank Home Loans

Increased customer service and improved efficiency have always been a critical business driver for Nedbank. The Home Loan approval process was historically executed in a manual fashion and as a result was slower than what Nedbank desired. Manual processing made it increasingly difficult to manage and control and as such the need arose for the process to be automated using a combination of back office workflow applications extended onto Windows Mobile devices.

#### Business Needs

Initially, Mortgage Originators and third party sales teams have established themselves as key role-players in the Home Loans industry. Customers have become adept at "shopping around" for the best deal or using intermediaries. As a result, the Bank's ability to respond quickly and offer the best service to its customers will improve the probability of the customer opening their account with Nedbank. The Bank has since revised its

strategy to focus on internal channel business, but the emphasis on client service, quick response times and improved processing turn-around-times, remain as key priorities."

Previously, requests for external assessor to conduct property valuations were faxed, emailed or telephoned through to the assessor. In response, the assessor used the same methods of communicating the feedback or results through to Nedbank,



which resulted in a slow turnaround times, increased errors due to manual data capture, misplaced correspondence or duplication of data. This resulted in increased costs, a reduction in the amount of evaluations per assessor per day, reduced administration efficiency and a reduced probability of getting the business.

## Solution

Mint Mobile Valuations is a fixed-asset valuation system created for the home loan assessors. It enables the management and administration of valuers in the field to conduct all the daily operations required. It has the ability to accept property valuation requirements from the back office banking system, conduct a valuation prediction of the property and allocate property valuation tasks to assessors who are out on the road. The latter are informed of valuation requirements on their mobile devices, laptops and/or tablet PCs. Managers have been given the ability to monitor valuers' activities in a real-time manner. The valuator is able to capture property details into the system while at the property location. The efficiency and streamlining of communication methods and travel activities has resulted in drastic cost improvements while the mobile technology kept synchronised with the South African Property Transfer Guide database (full sales history of properties in South Africa).

There are four major areas that the product suite covers:

- **Address look-up (validation):** This is the most extensive address and data dictionary in South Africa which safely and accurately identifies/validates properties. This is used to collect all information and related history of a property.
- **Automated valuation model:** This is a statistically derived model that predicts the current and future price of properties based on historical trends in a given area. Based on safety and confidence score percentages, a Home Loans valuation request is either approved or declined, again resulting in cost savings as no physical valuation is required.
- **Valuation workflow:** The solution allows for requests to go through various analytical solutions and data bases to validate the property. Once validated it then passes through various other modules based on the type of request and risk status. These requests can be sent to a desktop assessor who uses comparable information to evaluate the price of the property, or submitted to a physical assessor who will perform a physical assessment.
- **Management information system reporting:** The solution provides a 360 degree view of the valuation process. Nedbank Home Loans Division is able to determine, at any given time, the number of valuations completed and outstanding work to be completed. It is able to generate exception reports on valuations that are not compliant with agreed service levels and a number of other critical reports to manage the valuations process successfully.

- Increased process efficiency.
  - Improved risk management and control.
  - Reduction in cost per assessment.
  - Accurate system-driven statistics.
- "Mint's Property Solution has contributed towards significant operational efficiency improvements which have resulted in Nedbank providing quicker responses to applicants, thereby improving the customer experience when applying to Nedbank for a Home Loan" said Andre Appelgryn Nedbank Home Loans.

## Benefits

Turnaround time reduction:

- A significant reduction in administration costs.
- Rework reduction of greater than 10 percent.
- 20 to 30 percent automated assessments.