

## WESTPAC BANKING CORPORATION VIDEO CASE STUDY

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**Abstract:** See how our solution helped one home loan officer at Australian-based Westpac Banking Corporation expedite her mortgage processes and help the bank better serve customers.

**Grace Mercurio** (super: Home Finance manager, Westpac Bank) I've actually assisted this person with a home loan...I've Also assisted this couple with a home loan... I've also assisted these people with a home loan.

Customers come in to see me to organize finance to purchase the home of their dreams.

**Trudy Vonhoff** (super: Director of Operations, Westpac Bank) Westpac is Australia's oldest bank. We've been in service since 1817. Westpac outsourced its consumer mortgage processing to EDS . We were looking to lower our overall cost base; we were looking to improve our overall customer satisfaction. We had to determine exactly what parts of the process we wanted to outsource. And what it came down to in the end was document processing, fulfillment and servicing of the consumer mortgage loans. In 2001, there was lots of paper, lots of blue folders; each customer had their own blue folder.

**Gerald Jones** (super: Operations Manager – Settlements, EDS) Now, as you can see, as we've gone to less paper, there's less packets. -- So we have 88,000 pieces of paper that are scanned through these scanners every day. The document can be seen by multiple users, which is a vast improvement as opposed to having the one document which is a hard copy, only being seen by that one team member. Now we've got multiple users being able to access that one image.

**Trudy:** EDS has brought to the Westpac table some new ideas and new thoughts, and they've really used their global expertise their global vision and it would be fair to say now that EDS understands our processes better than we ever did



**Grace:** When I meet with a customer, it's all about promises.

**James:** This is James, how can I help you? (phone conversation).

**Grace:** Hi, it's Grace calling from Winfield Branch.

**Gerald** We've been able to answer 85 percent of the customer's calls at the first touch point.

**Trudy:** So now we're getting documents out to customers within 24 hours, whereas at the start of our relationship it might of taken a few days.

**Rhonda:** (Manager at Lockleys) It's the right people, in the right place at the right time, that's aiding the customer to get the results

**Grace:** I know definitely that if I tell a customer three days, it's going to be three days.

**Trudy** We had a contract with some contracted service levels, and we expected EDS to make them. We didn't expect EDS to go out of their way to exceed them

**Grace:** I've helped this couple purchase their home...They came to see me loan...I've assisted them to buy this property....

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