

CASE STUDY



AI & Data Analytics for Improved Customer Success & Operational Efficiency

CHALLENGE

SPS experienced a varying and unpredictable daily volume of its client's loan documentation for processing. This presented a significant challenge to the business regarding staffing utilization and SLA compliance and resulted in inconsistent levels of efficiency.

Disparate data sources, inconsistent/incomplete data, and limited in-house data science resources provided significant headwinds to making more data-centric and AI-driven decisions as an organization.

OBJECTIVE

SPS was looking to develop predictive analytics to improve staffing alignment and utilization. Specifically, they wanted to predict daily volumes for the upcoming five rolling business days. SPS's goal was to use these predictions to determine staff requirements by zone and better steer the client on downstream processing needs.

DATA CHALLENGES



3 Disparate Data Sources



Heterogenous Schema



Sensitive Data (PII)

DATA DESCRIPTION



Tabular Format



Megabytes of Data



Internal Data



External Market Data



CUSTOMER

SPS North America

INDUSTRY

Outsourcing: Business Processing & Document Management Services

USE CASE

Operational Efficiency



PAIN POINT SUMMARY

Inability to predict the daily workload volumes, resulting in staffing utilization challenges and inconsistent efficiency levels.

SOLUTION

Working with Devron's data science experts and using its federated machine learning and data science platform, SPS developed a predictive AI model for determining critical daily work volumes. The team leveraged Devron to analyze disparate, private datasets without moving data, including loan package volumes, processing stage details, and broader external market data, such as interest rates, to better predict loan documentation volumes.

SPS also analyzed workload sources and employee efficiency to provide insight to its customer to streamline the operation jointly.

RESULTS

In less than six weeks, SPS had a predictive AI model that forecasted daily volumes with over a 90 percent accuracy rate, vastly improving customer service and operational efficiency.

6 WEEKS

FULLY TRAINED AI
MODEL



90%+

MODEL ACCURACY

BENEFITS

Customer Service & Satisfaction

Proactive insight into workload volumes allowed SPS to manage service levels better and set customer expectations for downstream processing requirements.

Business Operations Improvement

SPS gained greater visibility into staffing requirements across the different work functions and zones and better aligned resources.

Customer Guidance & Advice

SPS obtained new insight into their customer's customers, highlighting accounts consistently requiring greater resources. As a result, SPS was able to help its customers identify pricing and service level adjustment opportunities.

Employee Effectiveness & Efficiency

SPS discovered deeper insights into employee efficiency, better analyzed staff performance, and identified areas for additional training.

CASE STUDY AT A GLANCE

BEFORE

- Unpredictable workload volumes
- Staff utilization challenges
- Inconsistent efficiency levels

AFTER

- Fully trained AI model in less than 6 weeks
- Over 90 percent accuracy in forecasting workload volumes
- Improved customer service and operational efficiency



SPS seeks out innovative ways to improve operational performance for its clients. The partnership and solution provided by Devron was an accelerant for our AI and data science efforts as it expedited data access while maintaining our strict data privacy standards.

With the ability to unlock new value from our data, SPS will continue to expand its AI capabilities for client service and internal efficiency.

DAN MOSCATELLO
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