

Case Study

Made Fit & Dependable

Scaling IT Operations for a Leading Mortgage Provider with Sonata’s Application Engineering Expertise

Summary

The customer, a prominent US-based residential mortgage company, successfully optimized its operations and enhanced IT system reliability through Sonata’s application engineering services. With an increase in system availability to 98% and a 400% reduction in data upload times, the client achieved seamless business growth, higher productivity, and operational efficiency.

Client Overview

A leading U.S. mortgage company that offers a range of home loan products and engages in acquiring newly originated U.S. residential mortgage loans from small banks and independent originators.

Headquarter
California

Revenue
\$490+ Million

Lines of Business
Residential Mortgage Loans

Pressure Points

The client faced challenges due to rapid business growth, rising IT costs, and the need for a swift scale-up in technology solutions. Expansion into retail lending required significant changes in business models, creating an urgent demand for streamlined operations and enhanced IT capabilities.

Solutions

Sonata implemented a comprehensive technology support strategy leveraging a robust onsite/offshore delivery model. A holistic approach encompassing application engineering services, multi-technology support, and dedicated team management across various functional areas.

Provided application engineering services for 20+ applications across multiple technologies

Deployed a 120+ member team supporting diverse functional areas including data warehousing, IT support, finance & HR, and customer portals

Offered ADM services for correspondent lending, retail lending, and loan servicing

Delivered 24x7 monitoring and production Support for Datamarts and DBA

Results that Speak Volumes

98% system availability achieved

100%+ increase in productivity for lending space testing

400% reduction in data upload times

Established strong governance with steady-state structure, governance meetings, and planning