



Customer Success Story

Thrive

About Thrive

Based in Georgetown, Texas, the mission at Thrive Mortgage is to empower clients with thorough knowledge and cutting-edge technology so that the mortgage experience is convenient, understandable and affordable. As use cases for robotic process automation within the mortgage space started emerging, Thrive knew they wanted to enter the arena and be among the early adapters within the industry, but weren't sure where or how to start. Seeking a partner with industry specific expertise, they chose Neostella as their UiPath partner.



Industry: Independent Mortgage Bank

Headquarters: Georgetown, Texas

Company Size: 650+ employees

Website: www.thrivemortgage.com

Solutions: RPA design, custom development, UiPath software installation, RPA as a Service



The Opportunity: Leverage RPA To Enhance The Digital Mortgage Experience

- ▶ Get ahead of the staffing "tipping point" so that ensuring proper staffing levels wouldn't be an issue as market demand ebbs and flows.
- ▶ Provide highly valued underwriters with the tools they need so they have the bandwidth to focus on high ROI, non-repetitive work.
- ▶ Challenge the industry status quo with technology while maintaining a human-centric organization.
- ▶ Build solutions around third party systems that are in many cases antiquated.
- ▶ Create an automation first mentality within the organization.



The Solution: Create Immediate RPA Wins To Build An Automation Mindset

Automation of appraisal invoicing process that when done manually required 1-2 different team members spend 2-2.5 hours each day, and that tended to be error prone. The bot also compares against branch and state codes and GL codes and sends exceptions back to humans for evaluation.

Corporate ordering of flood certification automated with 100% successful completion. The bots also analyze and indicate within the LOS if the property is located in a flood zone and provides documentation of findings back to the team involved.



Results: Seamless Implementation Of RPA Processes Create A Foundation For The Future

- ▶ Thrive went from processing 20-30 appraisal invoices to 50+ invoices per day, and they are now completing processing in under 7 minutes.
- ▶ Delivery was roughly 5 weeks for quick business lift.
- ▶ RPA is giving Thrive the tools to be a disruptor in the mortgage space, with the ability to scale as needed to maintain early adapter status in the industry.

“Our number one goal was speed to delivery. From signing to where we are today, we have three processes in production and five more pending with the technology already in place to go live. The Neostella team has delivered above and beyond what was expected. We made no secret that our goal is to bring development in-house; as we have been transitioning to stand up our own internal team Neostella has been supportive and looking at how they can be the best, flexible partner. We are just as happy as we re-sign with Neostella as they day we signed. They have helped us develop the tools that -- at the end of the day -- are going to help us get people into homes. And that’s what it’s all about.”



Brittany Tei

Process Innovation & Automation Experience Manager | Thrive Mortgage

About Neostella

Neostella is a global enterprise software and solutions company that empowers organizations with the technology resources they need to exceed goals and push the boundaries of what is possible. Offerings include Legal Solutions, Work-Relay process and workflow solutions for Salesforce, Robotic Process Automation, and Application Integration. In addition to technology solutions, Neostella provides a wide range of professional services designed to help customers reap maximum ROI from their technology investments. With offices in four countries around the globe, the Neostella team is committed to providing exceptional customer support 24/7.