

# Case Study

## Building Society - Migration of residential mortgage portfolio

In May 2020 during the lockdown from Covid-19, Target Group successfully migrated a Building Society residential mortgage portfolio to our platform solution.



A TECH MAHINDRA COMPANY



### The opportunity

- The portfolio had 60,000 accounts, with 14,000 live accounts totalling £1.45 billion in Assets under Management.
- The client required a fully regulatory-compliant platform flexible for future changes.
- We ensured a seamless transition with minimal customer disruption, providing end-to-end service across primary servicing and arrears management, comprehensive reporting, and a fully hosted and managed platform solution.

### Customer centric solution

- An experienced data migration team managed the portfolio transition to our platform using a standard process to mitigate risk.
- Dedicated servicing was established at our Newport site, with arrears servicing at Chester.
- A reverse-engineered data warehouse solution allowed the client to receive nightly feeds from our systems for group and regulatory reporting.

### Delivering great customer outcomes

-  Seamless migration of **60,000** accounts to our platform solution
-  Primary servicing solution for approximately **14,000** live customer accounts
-  **Dedicated** operational services team in Newport and dedicated arrears team in Chester
-  **Successful delivery** of reverse engineered data warehouse solution which enabled client to take nightly feeds from our systems
-  **High client satisfaction.** Client Stated they were 'absolutely delighted' with the successful migration.