

Case Study

Loan Management System



A TECH MAHINDRA COMPANY



The opportunity

A Building Society sought to enter the Buy to Let market swiftly but lacked internal capacity.

They needed a partner with expertise to deliver a comprehensive, regulated origination and servicing solution.

Target designed and delivered this solution, ensuring the full brand experience with on-site underwriters for close portfolio risk control and seamless broker interactions.

A robust suite of Management Information reports was developed to track and monitor KPIs. Target's adaptable approach allowed for ongoing improvements and new product introductions, including a customer retention process.

Over 10 years, Target has successfully managed the clients £3.2bn portfolio.

Customer centric solution

- Target provided full origination capabilities, including an online broker portal, automated decisioning, and a support team.
- Secure office space was allocated within Target premises for a dedicated team.
- Existing account servicing software supported all post-mortgage payout processes, delivered by CeMap-qualified staff.
- Each month, Target processed over 500 new Buy to Let applications and handled over 6,000 calls to the broker support team.

Delivering great outcomes



Rapid launch of new buy-to-let products in the UK market



Fully outsourced buy-to-let operations using modern technology



Transparent and governed servicing platform with insightful and comprehensive management intelligence



Operations and Specialist support teams assigned and trained



Products managed by Target



£78m+ per month completions processed through Target



No accounts >30 days in arrears



Voted Best Buy to Let Lender by Mortgage Finance Gazette.