

CitiFinancial is the consumer-lending arm of banking and insurance giant, Citigroup. With over 2,100 offices in North America and 13,000 employees, CitiFinancial provides affordable and personalized loan products, such as bill consolidation, debt refinancing, home equity, home improvement, and other personal loans.

### **Improving loan performance & management**

Seeking a more effective Default Management System for their consumer loan portfolio, CitiFinancial purchased a third-party application for its customer service center associates and managers to analyze and process foreclosures, claims, real estate ownership, bankruptcy, and loss mitigation. CitiFinancial needed to integrate this LAN-based system with all existing technology platforms (including mortgage banking data exchange services like *LenStar*) and they needed a technology services partner who understood legacy systems, banking operations and processes, Microsoft technologies and reporting. CitiFinancial needed rapid deployment, customizations to the software and an integration process that would minimize their logistical and technological concerns. Most importantly, CitiFinancial needed to get their customer service center using the new system and effectively managing their consumer loan portfolio.

### **HMG brought convincing expertise**

After careful review of its services partners, CitiFinancial chose HMG Technologies. Working together on an accelerated project plan, CitiFinancial and HMG agreed on significant customizations and complete integration. HMG provided customization of the commercial software to mimic the way CitiFinancial managed its loan portfolio (In fact, many of HMG's customizations were later incorporated into the base product of the software by the vendor) and created the necessary data interfaces so that the Default Management System would work within CitiFinancial's legacy systems.

HMG provided overall project management, the introduction of a standardized development methodology, server set up advisory, and the development of a reporting environment to augment the limitations of the base system's reports. Additionally, HMG prepared CitiFinancial for post-deployment survival, training and mentoring CitiFinancial's systems administration staff so that they were able to take ownership of the application after HMG's departure.

### **Rapid results - Immediate improvement**

Within five months CitiFinancial went live with their new Default Management System, complete with customizations and integration with their legacy environment. The new system ensured uniform handling of inbound client calls and utilized workflow and management defined standards for account handling and consistent tracking of customer account activities. While improving loan servicing productivity by nearly 50% (for certain areas of work) CitiFinancial was now better equipped to improve customer satisfaction and operational efficiency.

### **Technologies**

Microsoft Visual Studio (VB and FoxPro), Foundation Classes, and Visual SourceSafe; SQL Server; Crystal Web/Crystal Reports; UNIX (legacy systems)