



THE CLIENT PERSPECTIVE IN OFFSHORE OUTSOURCING

Factors in Determining What to Outsource

Freida L. Wheaton

Deputy General Counsel – Servicing

CitiMortgage, Inc.



- **Overall objectives**

- **Cost Improvement**
- **Quality Improvement**

- **New Face of the Offshore Service Sector**

- **Maturity**
- **Longevity**
- **Consolidation/Efficiencies**

- **Vendor Selection Criteria***
 - **Relevant mortgage offshoring experience**
 - **Size/scale of operations**
 - **Financial stability**
 - **Management qualifications**
 - **Employee attrition rates**
 - **Data security practices**
 - **Service quality standards**

* (from Deloitte Consulting LLP Study *Business Process Offshoring in the Mortgage Industry 2007*)

- **Broad Categorization of Work for Offshoring**
 - **Voice**
 - **Non-Voice**
 - **Customer Contact**
 - **No Customer Contact**
 - **Back-Office**

- **Specific Categories of Work for Offshoring**
 - **Quality Control**
 - **Ministerial Tasks**
 - **Processing**
 - **Underwriting**
 - **Servicing**
 - **Middle Office Functions**
- **Detailed Identification of Work for Offshoring**

- **Getting to “Go”**
 - Corporate Organization of Parties
 - Regulatory Concerns
 - Licensing in Client Country
- **Single or Multiple Service Providers**
- **Service Provider Capacity**
 - Employees/Agents
 - Space Capacity
 - Technology
 - Flexibility