

The client

BCMGlobal is a global loan servicer with offices in Australia, Ireland, Italy, the Netherlands and the United Kingdom, among others. BCMGlobal has more than 120,000 loans and total assets of €80 billion under management. In the Netherlands, BCMGlobal has managed to capture the largest share of the buy-to-let market in less than two year.



The challenge

Institutional investors still see the Dutch mortgage market as one of the most attractive investment markets in Europe. The buy-to-let market in particular has been growing rapidly in recent years. Whereas the size of the buy-to-let market was estimated at €65 billion in 2017, it has now grown by around 20% to almost €80 billion in 2020. The rapid growth of this market has led to the equally rapid emergence of many specialized mortgage labels as well as an influx of foreign capital. BCMGlobal saw an opportunity to grow in this market by offering a digital-only servicing proposition that provides an efficient and compliant management process for investment mortgages.



The solution

BCMGlobal opted for a combination of Ohpen and Hyarchis to provide it with a best-in-class technology platform that lets it offer its customers a fully digital experience. From Hyarchis, the back office is delivered in the form of the AI-enabled Hyarchis Document Management system (HDM). HDM enables BCMGlobal to process documents automatically, make them compliant and to enrich them with relevant data points.

Hyarchis GDPR compliance solution which is a part of the KYC remediation suite forms a key component of this. The product is powered by AI technology which enables the automatic removal of BSN numbers from a mortgage file to make it compliant with the GDPR.

Looking at the 170,000 documents processed to date, manual processing would equate to a workload of 49 working weeks for 1 full-time employee fully dedicated to this task. However, with the combination of HDM and GDPR compliance, BCMGlobal can reallocate manpower from the back office and dedicate attention to what matters most: the customer experience.



The facts

For BCMGlobal, Hyarchis processed:

170.000 documents

452.000 pages

185GB of data

121 document types

GDPR compliance in action:

- GDPR compliance automatically blurs out BSN numbers;
- Documents are made compliant upon reception;
- GDPR compliance offers an accuracy of 98%;



The result

Where BCMGlobal started in 2019 as a greenfield operation in the Netherlands, in less than two years it has become the undisputed market leader in investment mortgage servicing. This growth, according to Gijs van Reeden, Managing Director Change & Technology BCMGlobal, can be attributed to the technological proposition BCMGlobal put in place together with Ohpen and Hyarchis:



Gijs van Reeden

Managing Director at BCMGlobal

We quickly secured a leading market share by offering something that did not yet exist in the Netherlands: a digital-only platform for the acceptance and servicing of a rental mortgage. With us, everything is digital - we are one of the first services that no longer works with physical documents at all. Unlike other mortgage servicers, our platform runs entirely in the cloud, making it available 24/7, and uses the latest technology. Such a flexible, on-demand platform is important for a market developing at lightning speed.

Interested to learn more?

HDM

GDPR compliance