

RHG Home Loans extends business process outsourcing contract with Unisys

Unisys to process and service residential mortgages for RHG through 2011

SYDNEY, 18 March 2009 RHG Home Loans Pty Ltd has awarded Unisys a two and a half year contract extension for its Unisys Credit Services subsidiary to continue to provide outsourced processing and servicing of RHGs existing mortgage book through 2011.

RHG and Unisys have had a successful relationship since 2002, when RHG outsourced its mortgage processing platform to Unisys. RHG was known as RAMS Home Loans Group Ltd until the RAMS brand and franchise distribution business were sold to Westpac in early 2008. Following the sale, Unisys continued to service the RHG mortgage book under the original contract, which was due to expire in October 2009.

Under the extended contract, Unisys remains responsible for all mortgage settlement and post-settlement servicing functions, including arrears management and recoveries. Unisys also continues to operate the RHG customer contact centre, which is the primary contact point for customer inquiries, ranging from product information and interest rate changes to specific loan account queries.

Having Unisys manage our mortgage processing in an efficient and cost-effective manner has allowed RHG time to focus on better serving our customers and the ability to invest in other areas to improve our business. Unisys has a strong customer service culture and is an integral cog in our business wheel, said Geoff Kinghorn RHG Director.

Rafe Kruger, general manager, Business Process Outsourcing, Asia Pacific, Unisys, said: Over the past seven years of working with RHG we have introduced a number of processes and technologies to create the high-performance environment we have today. Six Sigma Lean methodology was used to reengineer and implement the optimum processes to deliver flexibility and adaptability. We also implemented new technology systems to replace or stabilize the original legacy systems, which provided greater efficiency and cost-effectiveness. As a result, over the course of our relationship we have helped RHG achieve a significant reduction in the application cycle time, an improved customer experience, increased visibility of service level metrics, improved staff productivity and a reduction in costs.

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Unisys helps clients with solutions for more secure business operations by aligning technology with business strategy. Drawing on a history of industry innovation and expertise, Unisys provides specialised services, delivered by trusted consultants. In Asia Pacific, Unisys delivers services and solutions through subsidiaries in Australia, New Zealand, China, Hong Kong, India, Korea, Malaysia, The Philippines, Singapore, Taiwan and Thailand and through distributors or resellers in other countries in the region. For more information, visit www.unisys.com.

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