

Trantor Develops Self Servicing Customer Portal for Leading Consumer Lending Company in the United States

The Challenge

The client wanted to build a system using which users/customers can see information related to their loan account. They wanted to enable their customers to view loan transactions, make online payments, upload & submit their documents, contact customer care representatives, and browse multiple content sections related to their account.

The Solution

Trantor created a Self-service Customer Portal for the client. The technical team implemented Auth2 technology for the token based authentication purpose at client and server side.

Integrated open source CMS having page layout builder capabilities.

Trantor designed a responsive interface to make the portal compatible with multiple devices – desktop, tablet, mobile.

The new customer portal allowed users to:

- View their loan account reports
- Set alerts for their payment schedule
- Make online payments easily
- Upload & Submit their documentation from anywhere at a click of a mouse button in a secured way
- Use interactive drag & drop features of CMS to easily create, organize and publish content on the site (admin users only)
- Browse structured content easily with minimum number of clicks

The Benefits

- 20x improvement in customer engagement with self- service portal
- 60% faster loan renewals due to online submission of documents
- Optimum utilization of IT team's time - Reduced dependency on IT team for making layout and content updates
- Safe and secured centralized asset (documents, images etc.) management

The Client

The client is one of the fastest growing alternative capital providers in the United States. They work on a Daily Remittance Platform that allows lenders to small and medium-size businesses to access the daily cash flows of borrowers, and collect daily remittances from them.

“We are really happy with what Trantor has done for us. They are our ‘go to’ technology team. Our customers are thrilled with our new portal and we are thrilled with Trantor.”

- CMO,
Lending Company in USA