



Quion Group BV
Rotterdam, The Netherlands
www.quion.com

Industry:

Financial Services

Annual Revenue:

\$500 million to \$1 billion

Employees:

100 to 500

Oracle Products & Services:

Oracle Database
Oracle Fusion Middleware
Oracle Application Server
Oracle BPEL Process Manager
Oracle JDeveloper

Oracle Partner:



Inter Access BV
Hilversum, The Netherlands
www.interaccess.nl

“Our Oracle BPEL-based service-oriented architecture solution implemented by Inter Access supports flexible delivery of services to customers and gives us a sound foundation for growth.”

– Arno Teigeler, Manager
Development & Infrastructure,
Quion Group BV

Quion Group Harnesses State-of-the-Art Technology to Provide Ever-Improving Customer Service

Quion is an independent mortgage servicer specializing in processing residential mortgages for third parties. As a business process outsource partner, Quion supports all aspects of mortgage service, helping mortgage providers focus on their individual strengths. Its customer portfolio includes a large number of renowned national and international financial institutions. In addition, it has ratings from Moody's Services Limited and Fitch Ratings Limited for primary as well as special servicing.

Challenges

- Implement new technology to provide faster, more flexible, and more efficient customer services in order to strengthen market position
- Use technology cost-effectively to support rapid business change and achieve planned growth without increasing number of staff or compromising operational excellence

Solution

- Implemented a service-oriented architecture using Oracle Fusion Middleware to support an optimized, Web-enabled back office system
- Streamlined business processes and improved business process management using Oracle BPEL Process Manager
- Introduced a process-oriented operational approach that provides a 360 degree view of the business and allows managers to spot bottlenecks
- Supported flexible delivery of services to customers, allowing them to choose specific services or parts of services, thereby improving customer satisfaction
- Supported projected growth from 90,000 mortgages with a total portfolio value of EUR13.4 billion (US\$16.9 billion) to 200,000 mortgages with a total portfolio value of EUR20 billion (US\$25 billion) in 2007, with no increase in employees