

Bringing new life to an aging platform with a revenue sharing managed services partnership



Standout Case Study

2023

Banking and Financial Services

North America



Opportunity

LoanLogics is a mortgage technology company, providing quality control, document processing, auditing services and more. Usage of their flagship platform, LoanBeam, was on the decline. Legacy technology, complicated processes, and expensive cloud costs were reasons most cited by customers for moving away from the platform.

The client partnered with InfoVision, a provider they had just started working with recently, to address the issues. The client called out the role of InfoVision in helping develop their objectives and plans for improving the product.

Imagining IT Differently

InfoVision took full ownership of the LoanBeam product with a managed services model and a revenue-sharing arrangement. Some highlights from the partnership include:

- Moving the platform from an expensive cloud to a fully managed data center.
- Improved customer experience through automation and design enhancements.

According to the client, the partnership exceeded their expectations, with the client specifically calling out InfoVision for their ability to manage the complex technology ecosystem.

Future Made Possible

The client attributes the partnership for getting rid of significant technical debt. This allowed them to court more users onto the platform. According to the client, the platform is 40% more efficient now, and the managed services arrangement has helped the client cut their costs by 50%.

LoanLogics is in the process of giving more ownership of the product to InfoVision; and extending this arrangement to other products in their portfolio. According to ISG, this case study is a compelling example of a skin-in-the-game partnership and product ownership.

