

Case Study

Empowering Canada ICI: Henson Group's Azure ML Strategy



**Simplify Your Cloud
Amplify Your Success**





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Background



Canada ICI is one of Canada's leading commercial real estate capital firms. Over the past 30 years, they have grown to become a market leader in mortgage origination, asset management, and loan servicing. They source, structure, and manage high-quality commercial mortgages, providing unparalleled access to capital for borrowers and consistent high-quality loan opportunities for lenders.



Canada ICI's Asset Management Group offers end-to-end solutions for growing and scaling high-quality commercial mortgage portfolios. They provide market-leading mortgage servicing on behalf of institutional clients, leveraging their wealth of mortgage management and servicing experience.

Challenge

Canada ICI, faced significant challenges in increasing the throughput of loan applications and enhancing the productivity of their analysts. The diversity in the forms of data submission, ranging from Excel documents to handwritten notes, added complexity and time to the review and finalization of loan applications. This manual data entry process was not only time-consuming but also prone to errors, further delaying the decision-making process.

Henson Group was brought in to address these challenges. The primary goal was to streamline the data entry process and reduce the time required to review and finalize loan applications. By leveraging advanced technologies such as Azure Machine Learning and Cognitive Services, Henson Group aimed to automate the data extraction and classification processes.



Solution/Results

Henson group leveraged Azure Machine Learning and Cognitive Services to enhance our solution. Microsoft's Advanced Specialization programs helped us address integration concerns and AI hesitations through risk assessments, clear communication, and demonstrating Azure's reliability and security.



Henson group worked with the customer's development team to build a data lake for hosting information, and then use Azure Machine Learning and Cognitive services to create an ML platform that uses machine vision to read loan documents, extract provided information into the application, and provide a confidence score to indicate whether a manual review is required.

Solution/Results



PROJECT DELIVERY & OUTCOMES

Loan processing time was reduced from over four weeks to under one week, allowing analysts to process twice as many loan applications.

KEY LEARNINGS & NEW PROJECTS GENERATED

During our engagement, we showcased Azure Machine Learning's unique capabilities to overcome competitive pressures, using Azure documentation for preparation and execution. Our success plan includes regular ML platform optimization and exploring its expansion to other document-intensive processes, aligning with customer interests.

About

Henson Group is a certified Microsoft Azure Expert MSP partner focused on the deployment of Microsoft technologies and managed services for companies worldwide.

The majority of our architects, engineers, and developers are former Microsoft employees, which means we have relationships with Microsoft product groups and executives that give us access to roadmaps and knowledge not generally available to our competitors.

Today, we have more than 650 employees and partners servicing hundreds of clients in dozens of industries. From cloud and on-premises support to licensing

-Henson Group consistently delivers world-class results for its clients worldwide.



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