



## Helping Customers Realize the ‘Great Australian Dream’ of Home Ownership

Success Story

### Business Challenge

Guide Australian property buyers through the home buying journey by providing competitive, simple yet flexible home loan solutions.

### Solution

Unisys Business Process Solutions, including mortgage processing services to implement a new digital customer service platform with workflow, imaging and a single view of customer capabilities, and technology refresh of the existing IT platform; Managed Security Services to meet enhanced security requirements.

### Results and Benefits

- Improved customer service and franchise experience through digital transformation
- Increased efficiency of customer service delivery to help franchisees attract potential customers and build relationships with new ones
- Met enhanced regulatory and operational requirements via improved SLAs and compliance with Westpac policies

*“RAMS helps Australians own their home or residential investment property. Our partnership with Unisys started 15 years ago and throughout that time we’ve had astronomical growth. We’ve now got over 100,000 customers we’ve helped into their homes. Unisys is our operational partner, doing a lot of our customer after sales service.”*

**Jake Bromwich**  
Managing Director  
RAMS



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