



syntrus | achmea

real estate & finance

The client

Syntrus Achmea Real Estate & Finance is an investment management organization focused on real estate and mortgages for institutional investors. Syntrus Achmea manages more than €25 billion in invested capital for more than 70 clients.



The challenge

Syntrus Achmea Real Estate & Finance (SARE&F) has grown steadily in recent years because of their strategic acquisitions of mortgage and real estate portfolios. A challenge with such acquisitions is the data quality of individual customer files. The collection and organization of this customer information was done before SARE&F acquired the files which means that the quality, completeness and correctness of customer data within cannot be confirmed with certainty.

For this reason, SARE&F is conducting a Customer Due Diligence Remediation cycle for all active mortgage dossiers. This is an end-to-end review of all mortgage files to ensure data quality. With more than 70,000 mortgages under management however, this is a challenge. In many dossiers, especially older ones, source documents lack relevant metadata. Next to that, many documents are only partially searchable and the presence of certain, necessary documents remains unclear in some files.



The solution

Hyarchis CDD is an application that searches through unstructured source documents at text level. The correct document type can be determined on the basis of artificial intelligence, relevant metadata can be read and a cross-check can be performed to see whether the document is in the correct file.



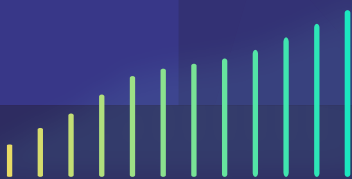
The facts

Hyarchis CDD checked:

23.350	mortgage dossiers
330.000	documents
1.8 million	pages
680GB	of data

Hyarchis CDD delivered:

99.42%	accuracy
80 hour	turnaround
7.200	working hours saved
91%	increase in accuracy



The result

Hyarchis CDD searched through **23,350 mortgage files** in a time frame of **80 hours**, locating identity documents and mortgage deeds with **99.42% accuracy**. Relevant metadata was also found. This metadata was added to the Hyarchis Document Management system, making these documents easy to find in the future. Compared to the only available alternative - manual verification – the normal turnaround was reduced from months to hours. This saved SARE&F an estimated **7,200 hours** of work and increased accuracy by an estimated **91%**.

Want to learn more about Hyarchis CDD?



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