



How LoanPro Built an AI-Powered Interface on AWS with Anthropic to Drive Efficiency

Industry: Finance & Software

Technologies Used: AWS: Nova Models, Lambda, SQS, API Gateway, Anthropic Claude

Summary

When you think of the loan servicing experience, you probably picture customer service agents navigating mountains of raw data while managing anxious borrowers on the phone. You probably don't think of intuitive, real-time storytelling. For many lenders, financial ecosystems can be notoriously complex, and helping an agent quickly organize and decipher a borrower's complete payment history, missed payments, and returned fees during a live call remains a major hurdle.

About LoanPro

LoanPro is a modern, API-first modern lending and credit platform that automates the entire loan lifecycle from origination to payoff. Founded in 2015, the platform allows financial institutions, auto lenders, and credit providers to automate workflows, process payments, underwrite applications, and manage collections.



The Challenge

Lenders navigate vast amounts of raw data inside their platforms, making it difficult for customer service agents to quickly pull meaningful context during live borrower calls. Agents struggled to efficiently organize account details, resulting in longer times to resolution as they manually navigated systems to understand a borrower's full history, choices, missed payments, and return fees.

The Solution

Through the AWS Generative AI Innovation Center, LoanPro partnered with AllCloud and AWS to leverage large datasets and build AI directly on the cloud platform. Together, they created an AI-native summary interface equipped with an interactive chat component, with an AI agent built on Anthropic's Claude at its core. This solution instantly transforms disjointed raw information into a clear borrower story, allows agents to "talk to the loan" to rapidly surface critical details, and maintains a fully compliant accounting of all agent software interactions. Building on this initial success, AllCloud and LoanPro are now developing additional Claude-powered agents to extend AI-native capabilities to more parts of the lending workflow.

The Outcome

Implementing these generative AI tools has delivered significant operational impact:

- **Reduced Call Times:** Overall customer call lengths have been cut by up to 15% for agents utilizing the new tool compared to those without it.
- **Increased Operational Efficiency:** The 15% reduction in call handling times frees up critical operational resources that lenders can redeploy elsewhere in their business.
- **Decreased Support Burden:** Internal ticket volumes have decreased as lenders leverage the tool to resolve use cases directly.
- **Compliant Interactions:** The platform maintains a compliant accounting of every action and interaction an agent makes within the software while communicating with a borrower.

Looking Ahead

LoanPro and AllCloud continue to expand their partnership, leveraging Anthropic Claude and AWS to build out a suite of AI agents designed to automate, simplify, and elevate the modern lending experience.