

Business Process Outsourcing

Back-Office Processing



Back-Office Support That Keeps Operations Moving

In 2025 Nelnet Associates:

Uploaded
465.5M
Total Documents

Facilitated
210M
Outbound Customer Communications

Processed
76.3M
Payments

Completed
8.7M
Back-Office Tasks

How We Help

Back-office demands can quickly pull focus away from strategic purposes. Outsourcing with Nelnet allows your team to focus on growing the business by using our efficient, effective, and scalable back-office processing services.

- **Data Processing**

Reduce administrative burden with accurate, quality-driven data processing that frees your team for higher-value work.

- **Payment Processing**

Support flexible payments with strong audit controls and simplified oversight, reconciliation, and reporting.

- **Credit Dispute Processing**

Manage credit disputes accurately and efficiently to meet the Fair Credit Reporting Act's requirements and reduce risk.

- **Application Processing and Verification**

Process complex applications quickly and consistently through integrated, compliant workflows.

- **Mail Fulfillment**

Scale mail fulfillment with accurate, on-time delivery, often at a lower cost.

- **Intake and Imaging**

Streamline document intake and imaging with secure processes that integrate with your existing workflow management systems.



Why Choose Nelnet



Proven accuracy at scale

80+ quality specialists drive compliant results across millions of transactions.



Deep regulatory expertise

Decades in highly regulated industries keeps your operations compliant and audit-ready.



Scalable, flexible support

Teams that ramp quickly and adapt to complex workflows as your needs evolve.



Experienced leadership

Supervisors averaging 16+ years bring stability and institutional knowledge to every engagement.

Who We Are

With more than four decades of experience supporting organizations in complex, highly regulated industries, Nelnet delivers proven back-office processing solutions that help clients operate efficiently and confidently.

Our experienced supervisors and leaders, averaging over 16 years of tenure, train and guide high-performing teams that deliver consistent, reliable results.

Our established Quality Management Oversight program ensures accuracy, compliance, and continuous improvement through documented processes, risk identification, and remediation and is supported by a dedicated quality team of more than 80 specialists with an average tenure of 12.3 years.

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“The best thing about working with Nelnet was the partnership. Its management was great, its associates were excellent, and both new-hire and ongoing training went very well.

They did a phenomenal job for us, not only with helping us meet our productivity goals but it was also dedicated to making sure that everything was done right and our customers’ needs were met.

They did a fantastic job and I have nothing but great things to say about Nelnet and what they did for us. On a scale of 1-10, I’d rate Nelnet a 10.”



Mitchell Minaya

*Manager, Vendor Relationships,
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Partner with Us

Learn how our trusted team and proven solutions can elevate your organization.



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