

## CASE STUDY

# STRATEGIC ROADMAP DRIVES EFFICIENCY FOR FAST-GROWING MORTGAGE LENDER & FINANCIAL SERVICES FIRM

SOA & UNIVERSAL CONNECTIVITY



### SCALABILITY

Ensures growth at all platform layers to meet future business transaction volumes



### VISIBILITY

Provides real-time insight into loan statuses and troubleshooting needs



### EFFICIENCY

Enables consistent, accurate management of as many as 50 times more loans

## Client Background

Founded in 2002, the client (hereafter referred to as the Company) is one of the fastest-growing mortgage lending and financial services firms in the country. This leading privately held mortgage lending firm provides loan services across one hundred retail branches in 40 states.

## Business Challenge

The Company is driven by one core commitment: provide customers with unparalleled quality of service. The Company delivers on this commitment by relying on a series of processes that ensure rapid loan processing and management. However, as leadership prepared for anticipated business growth, it sought to build a new IT platform that would streamline these critical business processes and integrate with their existing retail applications.

## Solution

For the Company, a complex solution required an IT partner with extensive mortgage industry knowledge and deep technical expertise. The Company turned to Prolifics to guide the development and implementation of their custom solution. Prolifics experts worked with the Company's line of business to understand the current environment and the future capabilities desired by various departments within the organization, developing an overall Mortgage Technology Strategy and Roadmap to identify the optimal architectural solution and chart the best strategic plan to achieve the Company's business objectives.

To support the Enterprise capability components of the roadmap,

Prolifics designed and developed a comprehensive Enterprise Post-closing application to manage all warehouse and post-closing activities, such as transaction management, loan shipment and delivery, government loan insuring, trailing document management, settlement, and loan servicing integration.

As part of the data quality initiative (format, domain, completeness, uniqueness, accuracy, integrity and timeliness), the team also developed the data hub repository (Data Hub) to make enterprise data available for both application processing and business intelligence reporting, as well as an entitlement engine with centralized user roles and profiles to manage access to this information.

The ability to track loan statuses in real time online allows teams to manage loans more proactively and better identify red flags. Further, the integrated Data Hub allows for easier updating and management of the post-closing application without disruption of other critical business processes.

Most importantly, the Company now has a reliable, scalable and maintainable platform that has enabled even more efficient operations. Employees can more clearly see individual work queues and loans in need of troubleshooting, and can process as many as 50 loans simultaneously instead of one at a time. Further, the Company has seen an estimated 40% reduction in the time spent reworking manual errors, increasing the quality of loan processing and delivery to ensure confident, happy customers.

*"The flexibility and malleability of the Prolifics team; their willingness and even better, excitement, in helping us figure out how we were going to manage change has been great. They never seem to shy away from a challenge, which has resulted in our very positive experience with the team."*

— Chief Technology Officer, the Company