

# Maintaining a Complex Mortgage Software



“The Client, a full-service Mortgage loan platform product/services company looking to ensure compliance and increased market share.”

## The Client

Client provides a full featured lending technology platform to financial institutions for originating, selling, and servicing mortgage loans. The Client’s mission is to ensure that their customers have an easy to use mortgage platform for increased user efficiency for lenders of all sizes through the use of advanced technologies. The Client provides software and hosting services to many leading Banks, Credit Unions, Mortgage Lenders, and State Housing Agencies.

## The Business Challenge

Being a Mortgage software product and services company, keeping up with market and competitive changes is only part of the challenge facing them. The mortgage industry is heavily regulated by the federal and state governments. Hence, the task of keeping their product features current and compliant is a big part of the challenge facing them.

The intricate compliance requirements and the very complex and layered financial calculations of the mortgage lending business makes it very difficult and expensive to keep the product current. The Client was looking for a reliable technology and development partner to help them with the constant maintenance needed to remain and meet the evolutionary changes in technology.

**Telliant was chosen by the Client for the following reasons:**

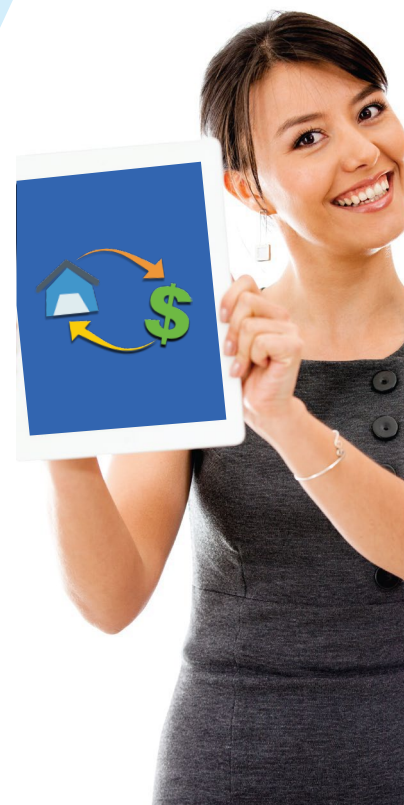
- Telliant has extensive financial industry specific experience and understands the regulatory needs of the mortgage industry.
- Telliant team has proven experience and capability in working on .NET based software products.
- Telliant team has the necessary bandwidth of resources to expand the team as needed to satisfy additional requirements of the project and additional projects if needed.
- Telliant has great reputation for creating high quality software with attention to detail.
- Customer Service is a core value of the Telliant team and we strive to ensure we meet and exceed the needs and expectations of our Clients.

## The Engagement

Telliant was initially tasked with making substantial upgrades to the reports functionality of their product along with other maintenance and upgrade tasks. With state and U.S. federal regulation requirements constantly changing, the Client relies on the Telliant team to ensure their products remain current with all regulations.

A dedicated team of software engineers including programmers and quality assurance testers were involved from the start, working to provide product enhancements including bug fixing and the design and development of feature enhancements.

- To preserve the project timeline, Telliant’s dedicated team of engineers were quick with knowledge gathering on all Client products. Subject Matter Experts (SMEs) were incorporated to ensure the product upgrades were satisfying regulations. Additional research was done; 2015 TILA RESPA Integrated Disclosure form changes, CFPB Changes such as QM Rules, HOEPA, ATM/QM and the Home Mortgage Disclosure Act (HMDA).



“The Client is developing a new strategy for the migration of their existing web-based application to the latest technology MVC platforms. Telliant has been a valuable partner and is advising on the benefits of this migration.”

“Telliant assembled a team consisting of Business Analysts, Software Engineers, QA Engineers and a Project Manager that worked with consultants & 3rd party partners to achieve the objective optimally.”



- Showcasing the high-performance upgrades of the Client product, Telliant’s dedicated team delivered more than two hundred positive results cases during the testing phase. The test cases were performed manually and with automated scripts to ensure the testing was thorough. The testing phase was quick and precise to provide the Client with the efficiency they required of the product and the development team.
- The Client required Telliant to be Onsite for one-on-one knowledge transfer. Telliant’s dedicated experienced team worked closely with Client team to deliver the required development services. While at the Client location, the Telliant team analyzed the Client’s requirements, proposing additional upgrades and performance enhancements. Providing strong technical support and additional testing of the Client’s live products was the added benefit of including the Telliant Team in the day-to-day operations of their products.
- Telliant’s development team delivered the first wave of requirements on time and to the Client’s specifications.

## Solution Highlights

**Origination:** The Client’s loan platform is highly scalable for their larger customers. The enterprise software product is rich in functionality, providing business and technology users with an advanced solution that is adaptable, efficient, and highly customizable to meet their customer’s specific lending needs.

**Third Party Origination (TPO) Portal:** The Client’s Third Party Origination Portal (TPO) is a web-based point of sale application designed to allow their customers to remotely upload a loan file electronically or use the interface to enter loan applications. This same portal allows employees who work remotely to use the interface to price, lock, and get any recommendations. The recommendations derive from an enhanced logic based decision algorithm the Telliant Team helped to create and integrate into their solutions. The Telliant Team re-designed and upgraded the User experience and the User Interface of the dashboards. Dashboards were enhanced to include comprehensive loan information including uploaded documents, loan status, conditions, underwriter findings, and loan pipelines.

**Web Consumer Portal:** The Telliant team completely upgraded and enhanced the consumer dashboards to optimize the borrower experience. This portal provides powerful tools to deliver rates, product recommendations, and closing costs, all at the click of a mouse, directly from the loan product websites accurately all in real time.

**The Consumer web-portal offers borrowers 24/7 access:**

- To apply for a mortgage loan, acting as a “virtual” loan officer that a potential borrower can access at their convenience.
- Borrowers will know what they qualify for and what considerations they should make.

**Servicing:** Telliant’s development team incorporated SMEs to ensure the servicing system’s user access was fully secure. Online dashboards with real-time information were enhanced with investor requirements including Fannie Mae, Freddie Mac and Ginnie Mae pools

## TECHNOLOGY ENVIRONMENT

The Major Technology Components:

- ASP.NET, IIS
- Net 3.5 & 4.5 Framework
- IDE: VS 2008 & 2013
- SQL Server 2008 R2
- Crystal Reports
- JavaScript, JQuery

## Results/Deliverables Achieved

Telliant’s dedicated team has successfully delivered over 200 successful result cases in a condensed time frame.

- Over 60% of the cases were performed under extreme time pressure to measure the effectiveness of the performance enhancements. Quality & Performance testing has increased within the project plan and has yielded high customer satisfaction.
- The application enhancements have increased performance levels by 120%. With this increased performance the Client has increased their ROI and market share.
- The Client is extremely satisfied with the results of the services received from Telliant. The Client has increased the team size to accommodate the need for support and maintenance of the Client’s entire product platform.

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