

Loan Originations

Implementation of Off-the-Shelf System

The Needs

1. Greater control over the loan lifecycle
2. Reduce operating costs
3. Improve customer service levels

The Solution

The client asked Integrant Inc. to help determine whether to in-source loan originations functions. At the time, the client was outsourcing all loan originations functions to an external vendor. They were unhappy with the lack of control and high-cost of outsourcing originations. Integrant Inc. worked to provide one of three possible answers:

1. Continue outsourcing originations
2. Implement a proven solution
3. Custom build a system

Discovery and Design Phase

- Reviewed current processes including existing infrastructure, application usage and performance requirements
- Defined client's desired processes to establish required functionality
- Evaluated proposed off-the-shelf solution to define integration points and design a system level architecture
- Established a gap matrix to determine cost estimates to bridge functional gaps
- Provided an estimate of maintenance costs for one to five years
- Advised client of contract negotiation tactics to prevent creeping costs

Project Implementation

- Provided full project management services including timelines, task assignments, reporting, budgeting, etc.

- Created and executed implementation project plan
- Created training plan
- Installed and configured software
- Integrated solution with third party systems, internal database, public website, online loan application system
- Developed an automated testing solution

Business Value

Today our client has full control over the origination phase of the loan lifecycle.

The client realized significant savings to daily operational costs.

More importantly, the system is fully integrated with all of the client's internal and external systems to enable better analysis, comprehensive data for customer service and faster processing of more applications. It works seamlessly with not just the systems infrastructure, but also with all pre-existing operational processes.

The solution we provided was simple, seamless and cost effective.

Value of Integrant Inc.

The selected loan origination package was implemented in 2003 and is still in use today. Our objectivity enabled us to effectively advise our client of the best possible solution.

Our client was pleased with the fast and smooth transition. We were able to implement the entire solution in six months. The software vendor was equally impressed with our execution.

