

Online Loan Applications

Custom Built System

The Needs

1. Improve customer service levels
2. Increase loan application volumes

The Solution

The current public website did not allow prospective customers to apply for loans online. Integrant Inc. designed a solution that enabled the following functions:

- E-signatures with third party identity verification
- Real-time credit decisioning via major credit bureaus
- Interface to loan originations system to send and receive borrower and loan data
- Customer service interface to enable customer service representatives to login and complete applications
- Direct customer login to enable applicants to review and approve the application
- Interface to enable applicants to login and view the status of the loan
- PDF engine to automatically print master promissory notes to PDF and email a copy to the borrower

Design Phase

Integrant Inc. designed the general navigation of the public website and provided screen shots with a description of the business function, data mapping and business rules for each page. We also provided an interface from the website to each related external system.

Deliverables for the solution design and architecture included the following:

- Web application specifications
- Browser specifications
- Development requirements including language, documentation and coding standards
- Performance and scalability requirements
- External interfaces
- Site architecture
- Application module descriptions
- Hardware, operating system, network and security specifications

Development and Delivery

- Provided full project management services including timelines, task assignments, reporting, budgeting, etc.
- Provided full development services including programming, quality assurance, configuration and deployment
- Integrated solution with third party systems and internal database

Business Value

The online loan application system helped our client nearly double their loan volume in three years. Many customers preferred the convenience of the online loan application system, real-time approvals, email confirmations and knowledgeable assistance of the customer service staff.

Value of Integrant Inc.

Integrant Inc. designed a solution that was simple for the applicants to navigate and easy for the customer service representatives to learn. We also considered cost-effective maintenance and scalability of the system. The original solution built in 2004 is still updated, maintained and in use today.

