Case Study

Compliance and Portal Enhancements to All in one Loan Management Platform

The Challenge

As a provider of mortgage software products and services, the client faces a multifaceted challenge that extends beyond adapting to market dynamics and competition.

The mortgage industry is subject to extensive regulations imposed by federal and state governments. Therefore, ensuring that their product features remain up-to-date and fully compliant with these regulations is a significant aspect of the challenge they encounter.
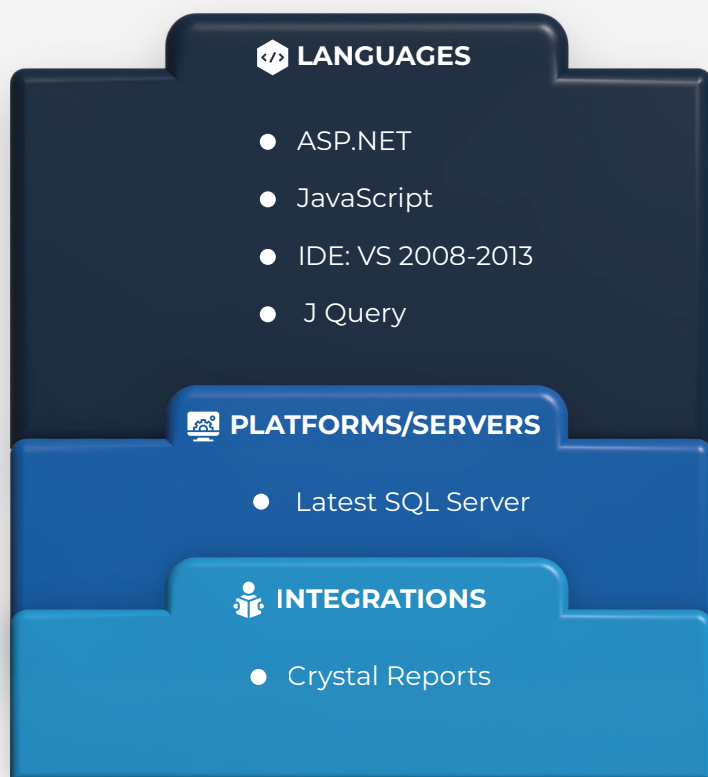
The Client

The 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 their customers have an easy to use mortgage platform to increase user efficiency for lenders of all sizes through the use of advanced technologies.

The Client hosts many leading banks, credit unions, mortgage lenders, and state housing agencies.

The digital solution suite supports both sides of the loan process: the borrower and the Loan Officer for all lending and servicing needs.

New Functionalities

- ☑ Migrate existing web-based app to the latest MVC platform.
- ☑ Make substantial upgrades to reporting functionalities
- ☑ Upgrade the client's testing and maintenance process to include more compliance updates.
- ☑ Build increased scalabiltiy for larger customers
- ☑ Develop a third-party origination portal (TPO) for more efficient uploads.
- ☑ Create new 24/7 Consumer web-portal.

USERS

TYPES

Banks

Credit Unions

Mortgage Lenders

State Housing Agencies.

Borrowers

LOAN

Originating

Selling

Servicing

PLATFORM

Technology Environment

Telliant worked with the client to identify/create the most suitable tech-stack for the project to include the following

</> LANGUAGES

- ASP.NET
- JavaScript
- IDE: VS 2008-2013
- J Query

PLATFORMS/SERVERS

- Latest SQL Server

INTEGRATIONS

- Crystal Reports

Solution Highlights

The Client's applications adhere fully to all state and federal mortgage/lending guidelines, ensuring complete compliance.

Telliant's onsite and offsite teams collaborated closely with the client to implement significant enhancements for scalability. The project requirements encompassed the following aspects:

- ✓ Developed a highly functional 24/7 Third-party origination portal for client and consumer access.
- ✓ Enhanced user experience through interface redesign and introduction of comprehensive dashboards.
- ✓ Integrated Crystal reports for improved reporting.
- ✓ Developed an advanced Web-Consumer Portal that offers an enhanced browsing experience and functionality.
- ✓ Revamped the maintenance process to incorporate faster compliance updates, thereby improving overall efficiency.

Insights and Results

The client achieved a customer satisfaction score exceeding 90%, thanks to the enhanced performance and scalability of their application.

This significant improvement in their product led to a 30% increase in market share and customer base within just six months of its launch.

About Us

Telliant Systems, offers a diverse selection of custom software product development services, such as product strategy, software design, application development, QA/Testing, and application management services. Expert teams are available to develop web, enterprise, and mobile applications, including iOS and Android development.

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Intelligent Software. Delivered.