



CASE STUDY

Boosting Efficiencies and Productivity with a Customized Web Application

THE BASICS

Client: Lender Support Services, Inc.

Industry/Sector: Mortgage

Introduction

Lender Support Services, Inc. (LSSI) manages a high level of electronic document exchanges between their team and their customers. They facilitate mortgage lending via current technology and applications to deliver an efficient, productive lending process.

The Challenge

As an active member of the mortgage industry, LSSI manages a high level of electronic document exchanges. They recognized they needed to improve this system to stay competitive. They wanted to enhance their processes and combine their existing Closing Documents Solution (Web and Thick-client) to:

- facilitate a better UI experience
- enhance performance
- provide seamless integration with its customers using Service Oriented Architecture (SOA).

They also needed a centralized system for their customers to access documents. Currently, each client uses a different application, like DocWin, and WebDocs. Both these systems have 90% common functionality. LSSI wanted to eliminate the overhead associated with maintaining two systems and streamline their processes.

What We Did

Using the Microsoft .NET framework, ATLAS AJAX, and SQL Server, our team created an ASP.NET called Docs3D. It's a web application that combines the functionality of both WebDocs and DocWin while also extending the core functionality to provide a web services-oriented framework for loan document generation.

Our team used AJAX to enhanced the user experience (UX). It reduces flickering screens and allows for critical calculations to be performed without reloading the entire page. The calculations are programmed as reusable libraries so that both the web application and the web services could use them. The user interface was completely revamped to model a linear information flow across screens leading to loan document generation.

The Docs3D system is an eMortgage-enabled solution that streamlines the loan closing process for mortgage lenders. It has a user-



friendly tool that computes accurate APR, payment, impound analysis, and high-cost calculations. Seamless data import capabilities allow the solution to work behind the loan origination system (LOS) for complete automation, only presenting applicable screens for more efficient document management.

Docs3D uses the mortgage industry standards for all required formats, including MISMO, and offers required disclosures for all 50 states. Automatic data validation streamlines the process for consistently accurate documents. For the borrower's protection, the software is built with 128-bit encryption and real-time updates to cater to the changes within the industry.

Why They Hired Us



Deep experience in today's technology trends, applications, and tools and how to effectively apply them to any industry.



Customer service; we listened, we collaborated, and we created a solution that met our client's needs.



Creative IT solutions tailored specifically to our client's situation, timeline, and budget.



Proven expertise; we have 20+ years in the technology sector working with organizations around the world.

"Docs3D was designed to position LSSI and our customers to be eMortgage enabled, which includes SMART documents and intelligent PDFs."

- LSSI technology leader

The Results

With their new agile system, LSSI saw an immediate jump in productivity; the automated processes allowed for significant performance improvements. The easy-to-use UI experience and seamless integration made it easier for their customers to use, which boosted client satisfaction. Consolidating their DocWin and Webtext systems decreased their maintenance overhead as well.

- Great UI Experience
- Less Maintenance Overhead
- Seamless Integration with customers
- Automatic Data Validation
- Performance Improvements
- Flexible, Robust and Extensible Architecture
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