



# TECHNOLOGY SERVICES

## INTRODUCTORY SERVICE: TECHNOLOGY IN A SNAP

SCA consultants complete a cursory review of the current origination workflow process, paying particular attention to the utilization of technologies and automation. The intent of this service is to discover or highlight current bottlenecks and pain points and deliver a summary of findings paired with recommendations for both short- and long-term strategic goals.

### MANUFACTURING ASSESSMENT

- ❖ Complete review of origination workflow from initial customer contact through onboarding and investor loan delivery
- ❖ Engages staff by focusing on utilization of available automations and proper use of technology
- ❖ Integrates compliance risk factors identified in the process flow
- ❖ Identifies opportunities for additional reporting and metrics for ongoing efficiency analysis

### TECHNOLOGY IMPLEMENTATION

- ❖ Assists Clients in determining technology solution needs and potential vendor pairings
- ❖ Provides unbiased guidance and vendor comparisons based on Client wants and needs
- ❖ Oversees or assists with implementation, configuration, functional testing, and issue resolution
- ❖ Recommends industry best-practices for system optimization

## TECHNOLOGY ADMINISTRATION

- ❖ Assists with, or fully manages system administration
- ❖ Resolves end user issues, user rights maintenance, and vendor/systemic issues
- ❖ Allows for timely integration of new feature functionalities and required system updates
- ❖ Aids in the process for partial or complete system reconfigurations

### KEY BENEFITS OF THIRD-PARTY ENGAGEMENT

1. Develop or enhance your strategic plan by involving the utilization of technology
2. Considers implications to your customer experience and risk management programs
3. Identifies efficiency opportunities balanced with industry best-practices
4. Maximizes your investment in technology utilization

## ABOUT THE TECHNOLOGY LEAD CONSULTANT: PAUL BATES

- 35 Years in the Mortgage Lending Industry
- Substantial experience with a wide range of LOS and PPE systems

**Focuses on collaboration with your team to achieve optimal integrations of systems, while providing hands-on training and continued guidance**