

# Omega

## Mortgage underwriting, fulfillment and funding system

Omega supports business processes related to mortgage underwriting, fulfillment and funding. With straight through processing and multiple distribution channel capabilities, Omega offers significant increases in productivity, simultaneously reducing operating costs and improving customer service.

Omega consists of components that can be deployed in whole or in part to meet specific business needs. Together, these support customer acquisition from initial inquiry through to release of funds.

### Application capture

- Multi-channel input capabilities, including auto-ingestion of applications from broker and other point-of-sale systems, streamlines data entry and eliminates re-keying
- Automated completeness checking, cross data validation and pre-screening reduces data entry errors, ensuring that application details are as accurate and complete as possible

### Underwriting

- Numerous underwriting processes can be automated, allowing underwriters to focus on exceptions, while achieving significantly higher productivity levels based on the number of applications per underwriter per day
- Pre-filtering of applications against corporate risk assessment policies allows a quick response and consistent use of credit guidelines
- Automated decision making and online access to credit reports can also shorten manual underwriting time

### Fulfillment

- Omega reduces the number of underwriter reviews for non-critical amendments by allowing client-defined conditions to be added to the offer as required, diarizing follow up activities and recording supporting documentation



### Funding

- Automatic disbursement of funds (advances, commissions and incentive payments) can replace manual cheques with EFTs, direct deposits and wire transfers

### Directed workflow

- Omega manages the progression of business activities after the deal has been decisioned and ensures that customer service and business procedures are carried out according to defined standards
- Tasks are divided into applicable stages that guide users through a predefined course of events, and are linked to the user who should perform each task
- A task summary enables managers to view the number of tasks assigned to each user and reassign tasks where appropriate to balance workloads

## Document management

- Automatic generation and multiple options for document distribution can provide consistent and efficient communication to clients and third parties and eliminate paper filing
- Customer-defined templates are attached to tasks, and data from each application can be inserted, formatted and distributed or stored as required. Templates can also be customized to permit white labeling
- A complete document archive and audit trail is saved against each application. For every document created, viewed and printed Omega records the user, document type, action, date and time

## Case tracking

- Omega provides an at-a-glance view of the relationship history, including the status of all current applications and engagements

## Supervisor

Omega offers a single, easy to use configuration tool that manages the following:

- user setup, maintenance and authorization levels
- drop down list text and system parameters

- organizational structure (channels, regions, departments, branches, etc.)
- intermediaries and third party set up
- lender specific product definition

## Deployment and scalability

- Omega has been designed for today's web-based, distributed system infrastructures, using industry standard technologies to enable easy customization, support and interfacing to external systems
- Access to Omega is browser-based and can be deployed across intranet, Internet, ISDN and WAN technologies
- Omega is built using the Microsoft Distributed Internet Architecture (DNA), allowing it to scale up simply by upgrading system hardware. In production Omega has been scaled vertically by adding to the server (memory, extra processors, faster processors), and horizontally, by adding extra servers into a load balancing cluster

## About Marlborough Stirling Canada

Marlborough Stirling Canada is a technology provider for mortgage originators and administrators, offering a complete range of hosted and licensed software implementations capable of achieving seamless straight through processing of mortgage business from initial customer inquiry to final loan discharge.

Marlborough Stirling Canada is a wholly-owned subsidiary of Vertex Financial Services. Vertex is an international business process outsourcer with particular expertise in customer management. Vertex develops and implements a range of service solutions including transformational outsourcing, combining its skills in consulting, technology and outsourced service provision to stimulate and facilitate business change and flexibility. Vertex works in partnership with clients in the UK commercial, financial services, utility and public sectors, as well as the North American utility sector, to deliver operational and customer service excellence.