

## Increasing Efficiency

Mortgage Builder, a leading provider of innovative Loan Origination Software (LOS) solutions, is committed to your success long after the initial implementation. To that end, as your trusted mortgage partner, we recommend periodic tune-ups to ensure that your business continues to be maximally productive.

The Mortgage Builder Tune-Up Program is a packaged service that is focused on your goals and provides the following benefits:

- **We listen:** We take the time to understand your business and what you want to accomplish.
- **We add best practices:** By utilizing our mortgage savvy we are able to increase efficiency and reduce costs.
- **We provide exceptional product expertise:** No one knows better how to leverage the strengths and make the most of the latest features in the Mortgage Builder LOS.

The result of this program is a fine-tuned lending business that can close more loans with fewer FTEs.

Mortgage Builder is a business unit of Altisource, a \$1 billion global mortgage and real estate services company. Altisource backs Mortgage Builder with a wide range of resources and a network of origination services.

“Mortgage Builder not only knows software systems, but they also know the mortgage banking business.”

*Joe Lindau*

**Howard Hanna Mortgage**

### Tune-Up Benefits

- Make the most of the LOS components you currently have access to
- Understand the latest Mortgage Builder LOS features and how they can be applied
- Make sure you are in compliance with all the latest regulations
- Tune your workflows and make sure they fit your business needs
- Mortgage Builder is experienced in mortgage best practices, and is prepared to advise

The Mortgage Builder Tune-Up Program is a 12-week services offering that helps lenders realize the most from their LOS and improve efficiency. Mortgage Builder works with lenders of all sizes to find solutions that work best for each individual situation, and we will work closely with you to guide you through the process.

The tune-up process blends discovery, analysis, education, and implementation to help you build a better business.

Tune-Up Component	Details
<b>Discovery call</b>	A kick-off call to understand your business, identify key players, and establish primary and secondary goals
<b>Site visit</b>	A full day on-site visit to review goals and procedures, meet the team, and assign issues to Customer Support; often quick tips and recommendations are shared
<b>Tune-Up Report</b>	A document prepared and reviewed by MB specialists that details goals, team responsibilities, and next 90 days of activity
<b>Tune-Up Project Plan</b>	Tracking spreadsheet with all workflows, tasks, milestone dates, owners, progress and functional calls, and training schedule
<b>12 weeks of collaboration</b>	MB will engage regularly with the lender for 12 weeks to observe operations and implement recommended process and technology improvements
<b>Deliverables</b>	<ul style="list-style-type: none"> <li>➤ Final Tune-Up Report itemizing goals of engagement, completed actions, results, and future recommendations</li> <li>➤ Customer Service plan</li> <li>➤ Completed Project Plan with detailed history of activity and implementation changes</li> <li>➤ Training curriculum to ensure all participants are properly skilled</li> <li>➤ Up to 12 weeks of high-touch, collaborative administration</li> <li>➤ Feature enhancement list shared with Mortgage Builder Product Management</li> </ul>

For more information about the Mortgage Builder Tune-Up Program, the Mortgage Builder LOS, or any other service, please contact us at [sales@mortgagebuilder.com](mailto:sales@mortgagebuilder.com) or 800.850.8060.

*“Any technology is only as good as its support for its users, particularly when you are using it to run a nationwide organization. Mortgage Builder was the recipient of Mortgage Technology Magazine’s prestigious Help Desk Award and it confirmed we had made the right choice.”*

**David Hrobon, President, Wintrust Mortgage Corporation**