



Mortgage Bench Plus Case Study: Mortgage Times



**MORTGAGE
TIMES**

Background

The Mortgage Times Group is the UK's largest mortgage network, with over 500 authorised representative firms across the country, and a rapidly expanding mortgage club.

Mortgage Times provides its members with a comprehensive range of services covering market research, compliance and training in addition to its extensive packaging operation which processes thousands of cases every month. Mortgage Times prides itself on the high levels of client satisfaction which have been achieved through a focus on quality, compliance and innovation.

Challenges

Designing, implementing and maintaining the vital Back Office systems to support growing transaction volumes without compromise presented the company with a unique set of challenges.

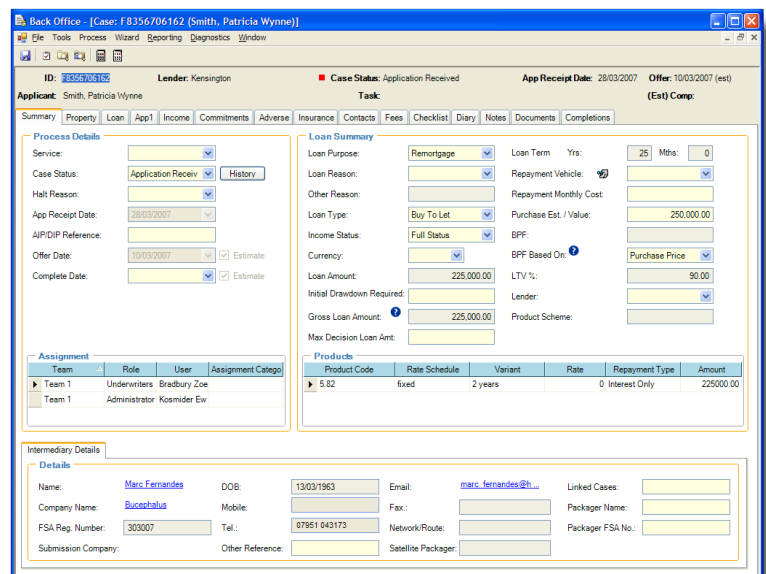
After assessing many software vendors, Mortgage Times selected DPR Consulting as a strategic partner to define and

implement a tailored solution based on DPR's **Mortgage Bench Plus**, a complete processing application for packagers and networks.

DPR's track record for innovation and thought leadership has established it as the most advanced and flexible technology provider in the mortgage industry today. Coupled with its deep understanding of the complete mortgage process from all angles, this affinity made DPR an easy choice for Mortgage Times.

"Our rigorous selection process took over six months to conclude. DPR has provided a highly flexible and compliant suite of software components that adds significant value to our proposition, for example by providing an accurate re-sourcing function integrated directly into the processing screens."

*Paul Carmody
Founder and Director, Mortgage Times Group*



The screenshot shows a web-based application window titled "Back Office - [Case: F8356706162 (Smith, Patricia Wynne)]". The interface includes a navigation menu with options like Summary, Property, Loan, App 1, Income, Commitments, Adverse, Insurance, Contacts, Fees, Checklist, Diary, Notes, Documents, and Completions. The main content area is divided into several sections:

- Process Details:** Includes fields for Service, Case Status (Application Received), Halt Reason, App Receipt Date (28/03/2007), AIP/DIP Reference, Offer Date (10/03/2007), and Complete Date.
- Loan Summary:** Contains fields for Loan Purpose (Remortgage), Loan Term (25 Yrs, 0 Mths), Loan Reason, Other Reason, Loan Type (Buy To Let), Income Status (Full Status), Currency, Loan Amount (225,000.00), Initial Drawdown Required, Gross Loan Amount (225,000.00), and Max Decision Loan Amt.
- Products:** A table with columns for Product Code, Rate Schedule, Variant, Rate, Repayment Type, and Amount. The table shows one product with a rate of 5.82 and a repayment type of 0 Interest Only.
- Assignment:** A table with columns for Team, Role, User, and Assignment Category. It lists two team members: Bradbury Zoe (Undervriters) and Kosmider Ew (Administrator).
- Intermediary Details:** A section for user information including Name (Marc Fernandes), DOB (13/03/1963), Email (marc.fernandes@...), Company Name (Bucephalus), FSA Reg. Number (303007), and Tel. (07951 043173).

Solution

The underlying technology for Mortgage Bench Plus is based on DPR's mature and proven solutions for UK mortgage lenders, encompassing workflow, document management and integration with a wide range of external systems including XIT2, Barclaycard ePDQ, Interfax and ClickSMS.

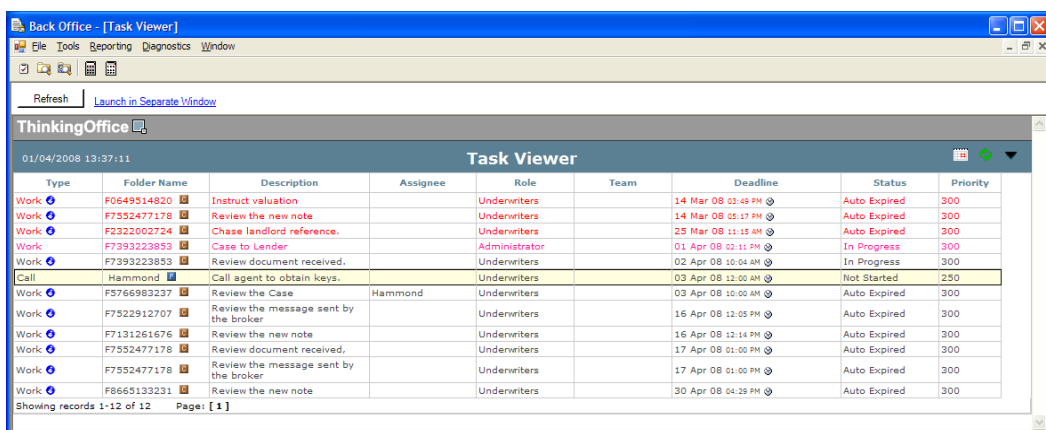
Users are presented with a prioritised, colour coded task list to work from, maximising team productivity and ensuring that Mortgage Times provides a consistent and measurable level of service to clients.

As well as driving the progress of individual mortgage applications from inception to completion, the system also tracks procurement fees receivable and payable across all cases, ensuring brokers receive their funds promptly.

"The success of this project is largely down to the fact that we are dealing with business specialists with first hand experience in our market rather than pure technologists. This means things can move forward much more rapidly as we are not constantly having to explain and simplify what is a highly complex business process."

"DPR's strength comes from the fact that mortgage solutions are all that they do, and they know the market extremely well, working closely with our lenders. Their solution is very extensive, with high levels of automation and many fully integrated links."

Graham Head
Associate Director of IT, Mortgage Times Group



Type	Folder Name	Description	Assignee	Role	Team	Deadline	Status	Priority
Work	F0649514820	Instruct valuation		Underwriters		14 Mar 08 03:09 PM	Auto Expired	300
Work	F7552477178	Review the new note		Underwriters		14 Mar 08 05:17 PM	Auto Expired	300
Work	F2322003724	Chase landlord reference.		Underwriters		25 Mar 08 11:15 AM	Auto Expired	300
Work	F7393223853	Case to Lender		Administrator		01 Apr 08 03:11 PM	In Progress	300
Work	F7393223853	Review document received.		Underwriters		02 Apr 08 10:04 AM	In Progress	300
Call	Hammond	Call agent to obtain keys.		Underwriters		03 Apr 08 12:00 AM	Not Started	250
Work	F5766983237	Review the Case	Hammond	Underwriters		03 Apr 08 10:00 AM	Auto Expired	300
Work	F7522912707	Review the message sent by the broker		Underwriters		16 Apr 08 12:05 PM	Auto Expired	300
Work	F7131261676	Review the new note		Underwriters		16 Apr 08 12:14 PM	Auto Expired	300
Work	F7552477178	Review document received.		Underwriters		17 Apr 08 01:00 PM	Auto Expired	300
Work	F7552477178	Review the message sent by the broker		Underwriters		17 Apr 08 01:00 PM	Auto Expired	300
Work	F865133231	Review the new note		Underwriters		30 Apr 08 04:29 PM	Auto Expired	300

Insight

The system integrates directly with DPR's **Mortgage Bench** sourcing platform, giving members direct access to rich case tracking information from a single web-based user interface. This provides the visibility and insight they need to understand where each case is in the process and what they can do to help address any bottlenecks. By rolling out Mortgage Bench to their members, Mortgage Times aim to add value and increase overall broker satisfaction, retaining and attracting new members and reinforcing their position as the UK's number one mortgage network.

About DPR

Formed in 1996, DPR specialises exclusively in developing mission critical enterprise solutions for lenders and intermediaries in the UK mortgage market.

DPR's mission is to drive improved operational effectiveness through the automation of manual tasks, the use of workflow to coordinate and monitor team activity, and integration between systems to exchange information and streamline processes.

