How Appraisal Automation is Driving One of America's Largest Homebuilders

Get the full story of how one of America's largest homebuilders enhanced productivity and strengthened quality controls with a fully-automated, system-managed workflow. The company sought to modernize its appraisal operations to evolve with the secondary market portals and their respective electronic appraisal delivery requirements. By implementing Sapphire, the company is able to **"drive business the way it was intended."**

Brilliance In Mortgage Technology

Sapphire Collateral Valuation Management

veros™

productivity

accelerate

growth

vision

automation

The Bottom Line

Veros partnered with one of the nation's leading homebuilders to implement a new state-of-the-art collateral valuation management system with an array of cutting-edge capabilities. The client was finding it difficult to effectively support appraisal assignment, management and review, while keeping tight controls on communication and collaboration due to their highly manual workflow. The objectives were to implement a single, easy-to-use system that would be scalable to meet their business demands yet agile enough to intelligently control valuation strategies, and allow them to drive productivity within their internal group and deliver quality to its internal and external customers'. Sapphire enabled a transformation of the client's internal processes and helped them quickly overcome appraisal management challenges.
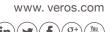
The Company

" The Company has provided lending services to over 400,000 customers since its inception. "

The Challenge

" How can we integrate QC checks into the system so that we get better quality products as well as the efficiencies? "

The Solution

" Who better to be partners with than Veros, the company who built the UCDP and EAD portals? "

The Results

" Veros' Sapphire platform makes sure that what gets submitted to the GSEs is a lot more accurate... "

Corporate Headquarters
2333 N. Broadway, No. 350
Santa Ana, CA 92706
866.458.3767
communications@veros.com

www. veros.com

The Company

The company has provided lending services to over 400,000 customers since its inception.

The company (choosing to remain anonymous) is one of America's largest homebuilding and lending services company with operations in markets throughout the country. An innovative company building beautiful communities and delivering high-quality dream homes to families for more than 60 years.

- Company: One of America's Largest Homebuilders
- Company size: 5000+ Employees
- Industry: Construction
- Founded: 1950
- In Depth Interview with The Company's Head of Mortgage and Appraisal Services

© 2016 Veros Software

Corporate Headquarters
2333 N. Broadway, No. 350
Santa Ana, CA 92706
866.458.3767
communications@veros.com

www. veros.com

3

The Challenge

Bogged Down by an Inefficient System

The way the company managed their appraisal operations reflects a typical evolution in the mortgage industry before the advent of secondary market portals and the electronic appraisal. Their supply chain had systems in place to organize general loan workflow, but no integration or automation among the moving parts related to property appraisals. Because they close approximately 15,000 loans annually, this lack of efficiency needed to be addressed.

The homebuilder's challenge was to transition to a system-managed approach and to incorporate each stage of the appraisal process so that employees were no longer required to perform repetitive and time-consuming tasks.

For instance, each time an appraisal was required, team members would hand-select the provider from an Excel spreadsheet that tracked the 200 appraisers on their vendor panel. They then had to email large files back and forth to the selected appraisers. Because their loan origination and proprietary workflow management systems were two separate entities, checking the status of each file meant having a person go outside one system in order to research data in the other system, and also meant tracking important information via Excel or within employee's individual email accounts.

Meanwhile, the email trail and its cumbersome attachments kept server storage at capacity, presenting a related challenge – freeing up enough space to appease their IT group while maintaining a robust enough audit trail to satisfy regulatory requirements.

❝ I started looking for better solutions because it was quite clear that everything we did was incredibly manual. ❞

© 2016 Veros Software

Corporate Headquarters
2333 N. Broadway, No. 350
Santa Ana, CA 92706
866.458.3767
communications@veros.com

www. veros.com

4

The Solution

> ❝ Who better to be partners with than Veros, the company who built the UCDP and EAD portals? ❞

Quality Control Assurance and Superior User Experience

The solution the company chose was automating their appraisal process using Veros' Sapphire platform. Sapphire improved appraisal workflow in the following ways:

- It creates an automated assignment process to select the most appropriate appraiser(s) for each assignment.

- It supports submission to Fannie Mae and Freddie Mac's Uniform Collateral Data Portal® (UCDP®) as well as to FHA's Electronic Appraisal Delivery (EAD) portal.

- It puts all communications in a centralized location, creating a complete audit trail.

- It incorporates automated quality control processes, supplemental analytics, and data to prioritize and streamline manual reviews.

The company chose Sapphire over other collateral valuation management tools for several reasons. "The Veros team was very easy to work with when it came to setting up our contracts and making sure that all the security measures were put in place," says the company's Head of Mortgage and Appraisal Services. Good security protocols, dedicated customer service and product management support, and competitive pricing were other important considerations.

"Of course, the number one selling point to my executive team was the fact that Veros built the portals themselves. We realize that our partnership with them puts us ten steps ahead of everybody else since Veros was the vendor Fannie Mae and Freddie Mac selected to build, maintain, and support the UCDP."

Not surprisingly, a top priority for the group responsible for inputting data was the user interface. They preferred Sapphire because the software is intuitive. Sapphire's interface made it easy for team members to get onboard with the transition and see quick improvements in their daily workload.

"What I find with Veros is a lot more willingness to work with us on development as opposed to saying, 'Sorry, it doesn't work that way,'" the client concludes. "I appreciate that openness and willingness to take a look at how we can make the process better both for us as the customer and for Veros as well."

Corporate Headquarters
2333 N. Broadway, No. 350
Santa Ana, CA 92706
866.458.3767
communications@veros.com

www. veros.com

The Results

> " Sapphire makes sure that what gets submitted to the GSEs is a lot more accurate than what it would have been if we were just submitting individually through the UCDP. "

Driving Business the Way It Was Intended

With Sapphire's automated appraisal management system, the client's staff are no longer responsible for selecting appraisers manually. By implementing the Sapphire technology into their workflow; they have been able to automate and standardize a number of processes bringing a greater sense of order and traceability to the team.

Improved functionality is just one positive outcome of adopting Sapphire. The server storage issue has been resolved as well so that the company can maintain everything through one web-based system.

Finally, Sapphire's central organization of appraisal tasks and the system's automated checks facilitate better quality control. Sapphire allows users to quickly review any report not clearing the quality control process and quickly take action. The company has been able to significantly transform their electronic appraisal data management approach and standardize workflows for improved efficiency.

"Gosh, Is This Gonna Outsource Me?"

When the company looks several years into the future, they view the automation of their appraisal process as the first step in a complete integration of their technology interfaces using Veros. The next step will be to further streamline their team's operation by leveraging additional workflow tools and connecting Sapphire to other internal systems.

The company did not downsize when they brought Sapphire onboard. Instead, "by switching to the Sapphire product, what that allows us to do is use our workflow management system to guide and direct our day as it was built to perform," comments the Head of Mortgage and Appraisal Services. "Now, we can go look in Sapphire and see, 'Okay, this is the next task that has come up. Now, I need to go see if I have the appraisal in,' whereas, we couldn't do that kind of search, and it was very difficult to manage business in that way when it was in an email format. So, **it allows us to drive our business the way it was intended**."

> " Veros allowed the staff to work more efficiently on their individual tasks and also more effectively as a team. "

sapphire

Brilliance in Mortgage Technology

Sapphire℠ is a SaaS-based property valuation management platform that allows for quick adoption into the loan processing workflow, with flexibility that enables configuration to specific and unique operational needs. With modules including Order, Review, Reporting and Appraiser Panel Management (APM), Sapphire's latest enhancements correlate with Veros' objective of continual product strengthening.   Sapphire provides lenders with the ability to simplify and enrich their valuation review process while enhancing their vendor management capabilities. Sapphire provides structured flexibility to manage valuation strategies from the beginning to end.

Sapphire delivers a user-friendly and intuitive interface that provides lenders with a direct connection to Fannie Mae and Freddie Mac's Uniform Collateral Data Portal® (UCDP) as well as to the Federal Housing Administration (FHA) Electronic Appraisal Delivery (EAD) portal, enabling lenders to submit appraisals to either portal through a **single system**.

With Sapphire℠, Veros continues to lead the way with technology designed to help mortgage professionals stay on top of changes and make smarter business decisions.

Sapphire provides the structured flexibility to manage valuation strategies from beginning to end.

About Veros Real Estate Solutions

Innovating mortgage technology since 2001, Veros Real Estate Solutions (Veros), an award-winning industry leader in enterprise risk management and collateral valuation services, uniquely combines the power of predictive technology, data analytics and industry expertise to deliver advanced automated decisioning solutions. These platform solutions enable companies to better predict and control portfolio risk, mortgage fraud, and regulatory compliance all with the streamlined efficiency afforded by industry solution experts.

Awards

HousingWire Magazine
> HW TECH100TM "Market Influence" Award
> Top 100 Technology Provider Award

Mortgage Technology Magazine
> "Transforming Valuations" Award
> Synergy Award
> Top 25 Vendor Award
> Top 50 Service Provider Award
> Top 100 Vendor Award

Mortgage Banking Magazine
> Technology All-Star Award

© 2016 Veros Software

Corporate Headquarters
2333 N. Broadway, No. 350
Santa Ana, CA 92706
866.458.3767
communications@veros.com

www. veros.com

7

innovation

competitive
advantage

valuation
strategies

powerful

smart

Corporate Headquarters
2333 N. Broadway, Suite 350
Santa Ana, CA 92706
866.458.3767
communications@veros.com

www. veros.com