

LPS DESKTOP® PROCESS MANAGEMENT



As mortgage loan defaults continue to climb, market conditions are forcing servicers to take a hard look at cutting costs, increasing efficiency and optimizing their processes. Servicers that deploy innovative solutions will overcome the market's challenges and set the stage for future success.

LPS Desktop® Process Management creates enormous process efficiencies for servicers by deploying automated workflow management technology that provides critical real-time data to investors, government agencies and vendors. LPS Desktop Process Management is a flexible, scalable solution that assists servicers with managing loans, from origination and on through foreclosure start and bankruptcy, culminating in loan resolution or REO disposition. The system's flexibility conforms to existing business processes driven by internal and/or investor requirements. The LPS Desktop Process Management team also supports clients with best practices in loan workflow management, should clients choose to modify their business processes in conjunction with the implementation.

Adapts to Existing Client Business Processes

Clients are often required to design their processes around the systems they use, instead of adapting the systems to manage the process that makes the most sense to the business. LPS Desktop Process Management adapts to client business processes and addresses incompatibilities between multiple and disparate systems that servicers rely on.

LPS Desktop Process Management's business rules engine facilitates productivity by using a servicer's key milestones, processes and workgroups to customize workflow processes.

Configurable Business Rules Deliver Flexibility

LPS Desktop Process Management's customizable business rules engine conforms to existing business practices and initiates processes based on those practices. Not only do these in-rules allow servicers to automate processes, but their configurability enables servicers to anticipate and meet business needs as market conditions change over time.

Establish Connectivity Between Existing Systems

LPS Desktop Process Management serves as the hub for processing information in accordance with business rules and creates the common link between legacy systems that fail to integrate. When critical information is required, LPS Desktop Process Management exchanges information from one system to another without having to re-key or re-check data for accuracy. LPS Desktop Process Management seamlessly integrates with major servicing platforms, such as LPS' Mortgage Servicing Package (MSP), and handles up to six million automated Web service calls every day.

Software as a Service Increases Efficiency without Additional Infrastructure

LPS Desktop Process Management is a Web-based system and delivered on a Software as a Service (SaaS) basis – meaning it can be used as required for just the services needed and can expand as servicer requirements change. This scalability and flexibility adapts to changes in the market environment without the need for investment in additional infrastructure or the personnel to maintain it and keep it up to date.



LPS Desktop Process Management is fast, with an average page response time of less than a second. This means our clients get more work done in less time, greatly enhancing their productivity.

Automatically Routes Files to Workgroups and Work Queues

Not only do LPS Desktop Process Management's customizable decision engines automate activities, they help clients interpret incoming data to efficiently determine what processing steps are required based upon content and status, and assign each step to the appropriate processes, workgroups and processors.

LPS Desktop Process Management's workgroups and work queues also exchange and process information. Role-based security allows only authorized users to view or modify records. Pre-defined business rules allow the system to route files and information, flag them for necessary attention and record the status of each loan. Many files flow automatically through the system, but when exceptions are identified, they are automatically routed to the appropriate work queue for manual intervention.

Issues, Holds and Intercoms Facilitate Interdepartmental Communication

When an exception file is uncovered, Issues and Holds are used to indicate that special action is needed. Issues and Holds are visible to all authorized users, and each involved party will know that action is required. Users who perform action on these exceptions use LPS Desktop Process Management's Intercom function, which is similar to e-mail, to share detailed information behind a secure firewall. The Intercom function provides users the ability to determine whether the information is internal or should feed to the client's servicing system.

System Notes Assure Accountability and Compliance

LPS Desktop Process Management has built-in features that track every user or system-generated action. The system automatically tags each file with each action, including who performed the action and when the action took place. Servicers are able to pull file histories to ensure they are compliant with regulatory requirements, and that file status information is available whenever required. We keep the servicer's system of record synchronized by pushing the client's selected notes to the systems of record.

Additional Features

LPS Desktop Process Management gives clients the ability to view documents and invoices through its integration with LPS Desktop's Invoice Management application and LPS Enterprise Content Management Solutions' (ECMS) Document Management platform. As a result, partners and vendors can submit standardized invoices for more efficient invoice processing, while loan documents can be scanned and filed, key loan information extracted and data stored in the system.

Infuse Efficiency and Push Savings to Your Bottom Line

LPS Desktop Process Management delivers the industry's most comprehensive workflow solution, packaged in a user-friendly system that is scalable, customizable and affordable. This cutting-edge workflow technology improves servicers' bottom lines by increasing efficiency, reducing errors, maintaining accountability and decreasing costs. Customers can also expect superior support and can count on LPS' commitment to continued system development and improvement.

To find out how to enhance your company's workflow processes and inject new efficiencies into your operations, call **800.991.1274** today!

Help your organization become more streamlined, productive and effective with LPS Desktop Process Management.



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