

## What is LPS Director?

Director, delivered by Lender Processing Services (LPS), provides clients with graphical tools interfaced to LPS' servicing package, MSP, that act as a common platform for system integration and directed workflow. Director incorporates navigational and workflow tools on the personal computer desktop, allowing users to automate and tailor servicing functions. This platform allows users to create customized views of data and automate processes. The integrated tools of Director enable clients to maximize the utilization of MSP.

## Values and Benefits

Director offers users the following values and benefits:

- Increased productivity and decreased overall servicing costs
- Reduced training time
- Increased cross-selling and customer retention opportunities
- Enhanced customer satisfaction
- Improved management of sub-servicing relationships

## Increased Productivity and Decreased Overall Servicing Costs

Director is designed to provide the best client/server solutions in the servicing industry. Through the use of workflow and process automation, Director reduces exceptions and the amount of time required for manual processing, resulting in increased productivity and an overall decrease in servicing costs.

- System administrators are given some controls to segment loans accessible for internal and external users using the Filter Admin tools.
- The Group Admin Tool enables system administrators to set up groups and customize the tool preferences for each group, making users more efficient as their working environment is customized for their functional area.

- Users are able to generate custom reports using their own reporting software with the Data Export Tool.
- Process Automation Scripting enables servicing representatives to complete multiple-step activities in MSP with a single mouse click, reducing the time required to complete activities from minutes to seconds, while providing consistency in handling processes.
- Integrated views of relevant information delivered by Loan Snapshots, Loan Indicators and Loan Activity Views provide quick and flexible access to customer loan information.
- Real-time task queuing based on client-defined parameters sends work directly to the responsible party, reducing handoffs and time spent reviewing manually generated requests and reports. Managers also have the ability to easily transfer tasks for staff optimization in real time and view the status of tasks in each functional area.
- Loan calculators with standard mortgage calculations and amortization schedules enable customer service representatives to perform various "what-if" scenarios with the borrower.
- Centrally integrated desktop utilities provide the ability to integrate and access third-party applications, documentation and training aids. It also allows representatives to handle a broader scope of work, reducing the handoffs and overall time to complete a process.
- Multiple-workspace session views allow representatives to cross-reference information and work on several tasks concurrently.



## Reduced Training Time

Director's integrated tools and functionality deliver fast, user-friendly access to MSP from the servicing representative's desktop, resulting in quicker handling times.

- Customized SmartButtons and graphical program function (PF) keys provide shortcuts to MSP screens and windows, so employees do not have to remember multiple MSP screen names.
- Director makes it easier for a user to learn MSP.
- Context-sensitive help links take the representative directly to the appropriate system documentation in LPS Navigator for the MSP screen being used, providing easier access to documentation and quicker solutions to their questions.

## Increased Cross-Selling and Customer Retention Opportunities

It is more important now than ever to retain current customers and extend the services offered to them.

- Director incorporates a universal account review with visual alerts delivered through the Loan Indicators tool.
- Easy-to-establish and client-definable Loan Indicators appear when a loan servicing representative reviews a customer's loan record and aids representatives in understanding how to best service the account.
- Alerts delivered as Loan Indicators prompt client service representatives to promote a company's offerings, such as refinancing or other services, resulting in increased cross-sell opportunities and satisfied customers who remain loyal to a company.
- The ability to customize Loan Indicators makes it possible to inform the user of unique conditions about the loan that are important to a client. In addition, the indicators offer the opportunity to configure the instructional information, loan history views and related detailed MSP data for each indicator.

## Enhanced Customer Satisfaction

By using Director's integrated tools, customer service representatives (CSRs) have a wealth of information at their fingertips, enabling faster response times and providing professional and knowledgeable customer service.

- Client-defined Loan Indicators provide cross-functional views of the customer's loan information, enabling representatives to view loan conditions and empowering them to anticipate future customer needs.
- Integrated tools allow CSRs to deliver more professional verbal and written communication to customers, including e-mailing and faxing interfaces to MSP-created documents.
- Multiple-workspace session views allow customer service representatives to respond simultaneously to several inquiries and to cross reference information.
- Customization of desktop view allows synchronization among all Director tools opened on the desktop for quick and consistent access to loan information.

## Improved Management of Sub-Servicing Relationships

When MSP users are performing servicing functions on behalf of others, they sometimes require the ability to grant access to loan-level information to third-parties who have an ownership right in the loans.

- Director Web access enables servicers to extend Director functionality to authorized third parties for loan-level activities as part of the subservicing arrangement.
- Servicers can limit user IDs for and loans accessible to third-parties by utilizing security and filtering tools inherent within Director.

## About LPS' MSP

LPS' comprehensive, leading-edge servicing technology, MSP, gives servicers the ability to automate all areas of loan servicing, including loan setup and maintenance, customer service, cashiering, escrow administration, investor accounting, default management, corporate accounting and federal regulatory reporting. More mortgages are serviced on MSP than any other servicing system.

**Director provides the foundation for clients to increase productivity and decrease costs.**



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