

Carteret Mortgage Adopts Encompass to Speed Loan Origination

In recent months, keeping up with the hot real estate market has been the critical challenge for mortgage brokers nationwide, and Carteret Mortgage, the second largest mortgage company in the country, was no exception. A frenetic pace of loan activity, low rates, and a tremendous number of transactions was putting extra pressure on already overburdened brokers.

Until early 2004, the company's official policy was to permit loan officers to use whatever loan origination software they preferred. But this fragmented approach meant a lack of consistency among brokers, which in turn created problems in information exchange and contributed to slow turnaround, tedious rekeying, errors, and an overall inability to respond quickly to market changes. When Ellie Mae approached Carteret about Encompass[®], its mortgage management system, the company's first reaction was that this product sounded too good to be true.

"I've been in financial services for more than 20 years, and I know how difficult it has been to move the origination process forward, step by tiny step, over the years," says Derek Elliott, a Carteret vice president of recruiting and a loan officer working out of Haymarket, Virginia. "If what these people were saying was true—if it was really possible to do everything electronically in a single program—this was going to be the biggest step forward in the history of the business."

A smart solution for real-world challenges

Carteret became an Encompass beta testing site with Derek Elliott assigned the job of pounding the system under real-world conditions. "I'm a chronic early adopter, but no technical wizard, so I'm really good at breaking software," says Elliott. "The big stuff—the revolutionary stuff—all held up. Ellie Mae proved to us that not only was Encompass possible, it was real."

As a result of Elliott's efforts, Carteret changed its longstanding software policy and now specifies that its loan officers use Encompass, which it supplies to them free of charge. >>

CHALLENGE

- >> Fragmentation and inconsistency among brokers
- >> Slow turnaround
- >> Tedious rekeying and errors
- >> Inability to respond quickly to market changes

SOLUTION

- Ellie Mae's Encompass Mortgage Management System:
- >> Speeds the process
 - >> Reduces errors
 - >> Enables collaboration
 - >> Frees up time for marketing and relationship building



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As a loan officer himself, Elliott is most sensitive to the needs of loan officers, for whom typing something over and over again is a daily hassle. “Most loan origination software eliminates a lot of duplicate data entry, but until Encompass, nothing ever stopped us from having to enter borrower information at least twice: once in the contact management system and once in the 1003,” Elliott remarks. “With Encompass you type it once—period.”

The real clincher for Carteret, though, was real-time reporting, which allows the user to go to a personal dashboard for accurate, up-to-the-minute status reports and the most current forms and applications. “When Encompass is networked, it goes from being the kind of separate desktop software we’re all used to using, to being ‘enterprise’ software that connects everyone together, and for the first time truly enables online collaboration between the loan officer and processor.” Understanding what’s causing a problem, before it’s too late to do something about it, is very valuable to the people responsible for keeping a company on track. “Our executives got pretty excited when they realized that this actually worked!” Elliott adds.

Using Encompass Anywhere, a powerful web-enablement edition, Elliott can work from his local coffeehouse. This nationally recognized ASP solution, based on the Citrix Platform, enables secure remote access that gives him the flexibility to work from virtually anywhere at any time. “I can be sitting there taking the application, and after hanging up, and without moving, I can order the appraisal, credit, and title, give instructions to my insurance agent, and send in the completed loan application. It’s sweet.” Along with the convenience, though, comes an ironclad security model that ensures the protection of borrower data and helps Carteret comply with the financial privacy requirements of the Gramm-Leach-Bliley Safeguards Act.

More time and better client relationships

At Carteret, using Encompass streamlines the application process with clients and speeds loans through. Elliott describes taking a complete application from a client, entering the information into the computer, ordering the appraisal, title, insurance, and other necessary services. “All in an hour!” he adds. “If I did that once a day, that’s one hour out of my day. If I take one application a day, that’s 20 loans a month. If they are the right kind of loans, that could give me a very nice income. And I still have seven hours of every working day left to market my business and grow my relationships with existing clients.”

Elliott encourages loan professionals to move to Encompass. “Most loan officers I know work all day and most of the night just trying to get some minimal number of loans done. When they make the change to Encompass, they will gain control of the time they spend on their businesses—and the time they are able to spend on themselves.”

ABOUT ELLIE MAE

Ellie Mae, Inc. is an award-winning provider of software and services for the mortgage industry, which has been recognized in each of the past three years as one of the fastest growing companies in the California Bay Area. Ellie Mae provides a comprehensive line of products and services including the company’s flagship Encompass mortgage management system, Contour™ and Genesis 2000® loan origination software, and Ellie Mae Docs services for document processing. Ellie Mae’s ePASS® Network is the mortgage industry’s online transaction platform enabling 40,000+ mortgage companies in the United States to easily do business online with more than 90,000 leading lenders and settlement service providers. Ellie Mae is based in Dublin, California.

To learn more about Ellie Mae, visit www.elliemae.com



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