Servicing mortgages just got easier

ROUNDPOINT DELIVERS SUPERIOR CUSTOMER SERVICE TO CUSTOMERS AND CLIENTS

ROUNDPOINT MORTGAGE SERVICING CORPORATION We are all familiar with it: that cumbersome, legal-sized cardboard envelope called a "loan package" — 300 pages or more contained in up to 60 distinct documents, it certainly is a daunting site to behold. Now imagine the logistics of storing, securing and sorting the critical information contained within hundreds of these packages from around the globe on a daily basis, maintaining an efficient way to process and service the loans that generated them, and providing their clients with the best in customer service and security on top of that. That is what RoundPoint Mortgage Servicing Corporation has built a reputation on for decades.

RoundPoint Mortgage Servicing Corporation (RMSC) is a wholly-owned subsidiary of RoundPoint Financial Group, a part of the Tavistock Group, a global, private investment company founded 30 years ago. The company encompasses a broad portfolio of investment interests in 15 countries. RoundPoint provides a full array of servicing support for investors, including helping customers stay in their homes when they have fallen behind in their mortgage payments.

In response to dramatic growth, RoundPoint looked to find an easy way to integrate its loan content management processes with a storage solution for documents related to the mortgages of thousands of customers around the globe. These documents contain sensitive customer financial and identification information, which RoundPoint needs to access swiftly and accurately to retrieve and sort said documents. In order for RoundPoint to access the correct documents effectively, the document retrieval information must include one or all of the following criteria: Loan Number (Current, Prior), Client Name, Property Address, Document Type (Auto Populated), MDL Key, and Date of documentation.

MaxxCloud™

RoundPoint now relies on MaxxCloud for the day-to-day servicing of thousands of mortgage customers with reliable access to specific documents. MaxxVault's cloud-based document management solution -- MaxxCloud -- effortlessly handles RoundPoint's 64+ terabytes of data (*over one billion pages*), adding a volume of new documents ranging from 30k – 70k per day.

MaxxCloud is the perfect solution for enterprise-class scalability.

When RoundPoint first came to MaxxVault in 2013, they were using a competitor's document storage solution. MaxxVault quickly completed a 6 TB conversion from the competitor's system into MaxxCloud. RoundPoint now scans and uploads 1-1.5 million documents per month, on average.

MaxxCloud offers many tools for the introduction of new documents by hundreds of users:

For Bulk Documents:

KnowledgeLake Scan Solution, which interfaces directly to the MaxxCloud Repository

For Desktop and End Users:

Print to MaxxCloud – a print application to create image (for storage or distribution) of any printable document directly into the repository.

Send to MaxxCloud – drag and drop solution for storage and access of documents

MaxxCloud.com – upload documents directly to MaxxCloud.

Microsoft Office Integration - Desktop and End Users also reap the benefits of MaxxCloud Microsoft Add Ins to save Office Documents to the MaxxCloud Repository

In order to accurately search for and retrieve the appropriate document from the MaxxCloud Repository (based on the criteria listed above, such as Loan Number) RoundPoint uses the following tools:

Integration to LOB Solution – When on a current servicing Loan screen, simply click a single button to retrieve a list of documents available for that Loan. The end user then may click a document to open.

MaxxCloud Site – This allows the End User to use the site in the traditional manner of searching by any combination of the Client Information assigned to the documents.

MaxxCloud Outlook Search – Search for documents from a Microsoft Outlook Client to pull up a list of documents via the same search methods available in the MaxxCloud Site.

BENEFITS REALIZED:

One central repository

Instant secure access to documents from anywhere

Scan directly into MaxxCloud

Access to the most up-to-date files

More efficient and robust workflow solution

Easy to use Cloud-based interface

Dramatic decrease in lost and misplaced files

Reduced paper consumption and storage

Reduced copying

Less time to retrieve documents

RoundPoint also has tools to self-manage their MaxxCloud site:

- Add / Modify / Delete Users
- Create / Modify Searches
- Mass Export a Search Result to a Standard Document format / Folder structure
- Ability to export documents easily for audits and loan sales
- Mass Import tool for importing 3rd party loans
- Add / Modify / Delete Security Groups
- Daily Reporting on Document Imports, User Usage, Import Details and Documents set to be purged

Local Database Solution

RoundPoint's MaxxCloud Solution allows for a daily change file of documents that reach a "change state." The use of the daily change file is to allow for RoundPoint to retain a local database of the information available in the MaxxCloud Solution so that any additional reporting that may need to be carried out can be accomplished locally.

24/7/365 Monitored Support:

RoundPoint benefits from working with a single-source provider that under-stands the needs of securely maintaining infrastructure, documents, and the data they contain. MaxxCloud's state-of-the-art facility offers direct access to a robust IP backbone that provides high-speed connectivity and dedicated infrastructure. MaxxCloud removes the dependence on the installation and maintenance of the application and data on every PC or server at every busi-ness location. Data back-ups, software upgrades, and regular IT maintenance are performed on a continual basis. And with around-the-clock monitoring, RoundPoint can rest assured their data is secure and available when and where they need it.