



TECH.08

INFINITE HORIZONS

MBA'S NATIONAL TECHNOLOGY in
MORTGAGE BANKING Conference & Expo

Reducing Costs & Staying Ahead of Market Shifts with Change Management and BPO Strategies

Business Solutions Track sponsored by





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Reducing Costs and Staying Ahead of Market Shifts with Change Management & BPO Technology



- BPO defined
- BPO vs. KPO
- BPO not just outsourcing to overseas. Can be any place where resources are more cost effective.
- What back office functions make sense to outsource?
- Variable cost model & savings
- Lenders must focus on front-end sales & marketing execution
- The time is now

- Technology platform + Web Services opens new door for BPO
 - Integration
 - Communication
 - Software-as-a-Service (SaaS) vs. Self-hosted
- Some examples: LSSI docs, Loan-Score AUS, MortgageHub LOS, Go Financial.
- Managing “change” using technology
- Data Security & BPO

- Current COA for loans
- Back office savings
- Doing more with less
- Go Financial – how BPO can be utilized today
- BPO & Technology: getting started
- Define your goals and arrive at a strategy
- Q & A