

Mortgage Point of Sale (MPOS) system

The Client

The customer is a large building society. It offers a broad range of retail financial services including mortgages, savings, current accounts, life assurance and investment products, personal loans and household insurance.

The Challenge

The objective of MPOS (Mortgage Point Of Sale) project was to develop a web-based solution for Pre-Completion process, to have one process and system for all the channels. The system would have features such as integrated credit scoring, automated valuer instruction (& on-line receipt of valuations), automated letter & offer production, view of customer's current product holdings, automated referrals to other departments, automatically decides mandating requirements and only asks for necessary proof documents, built in post code and electoral roll checking and improved MIS reports.

The Solution

The MPOS web-based application was developed on Windows Platform with SQL Server database. The clients accessing the application through browser running UI forms written in VB using ActiveX components along with the business components written in Process Author. MIS Reports are developed using Crystal Report. The reports were integrated into an application developed in VB. The channel partners can access the system through a browser for creating a new case or access information of an existing case.

The Benefits

- All channel partners could use MPOS being a web based application to enquire on case progress and status.
- The system provided a single process from customer contact to the completion of a mortgage.
- MPOS administered all aspects of pre-completion mortgage processing.
- The new system reduced the overall processing time significantly.
- MPOS helps employees through the business process, with built-in rules.
- The system provides interface to other Systems/Databases. For example, interface to external system for credit scoring and valuation.
- Ease of development and maintenance. Component based development methodology makes it possible to cope with fast changing Business rules.

The Technology

SQL Server, Visual Basic, ActiveX, Crystal Report.