# Home Source Mortgage Makes the Move to Encompass

Headquartered in Boise, Idaho, Home Source Mortgage's 15 loan officers and two processors are dedicated to providing a mainstream alternative for borrowers who do not fit traditional lending criteria. It's a busy environment. Communication among loan officers, processors, and brokers is key to providing the high level of customer service on which Home Source prides itself. With staff using a variety of different software packages, communication was difficult, collaboration was non-existent, and labor-intensive manual processes offered too many opportunities for error. It was clearly time for a change.

Jed Galbraith, loan officer, championed the transition to Encompass®. As a past user of both Ellie Mae's Genesis 2000® and Calyx® Point®, Galbraith was familiar with the pluses and minuses of the older generation of mortgage origination software products. When it came to choosing the next generation for Home Source Mortgage, however, his experience with Genesis 2000 influenced his decision most. "I was comfortable going with Encompass because I was familiar with Genesis, and I knew it was a reliable product," he said.

### Personas and the Pipeline

The Encompass "personas" are the unique views available for the different roles in the mortgage process, so that each person working on a loan can work the way that's best for those particular responsibilities. "The main reason that I recommend brokers to go to Encompass is for the personas and their views. The personas customize the software—so you're recognized as a loan officer, a processor, or a broker—and then facilitate the communication between all of them. I was just blown away by the advancement."

Galbraith emphasized the value of the loan pipeline view. "We can see our pipeline and the progression of each loan, all automatically. I know which loan to start working on and where, and then once they are in processing I know when they have been submitted. It's a lot less calls and emails to the processor, asking if we have received the appraisal or received title. All I have to do click on the loan and it tells me right there: it's been received on such and such a day." >>

## CHALLENGE

>> Improve communication and collaboration in a mid-sized mortgage brokerage

>> Increase customer service satisfaction

>> Reduce errors

## SOLUTION

Ellie Mae's Encompass Mortgage Management System:

>> Frees up time for marketing and relationship building

>> Enables collaboration

>> Reduces rekeying and errors

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*Jed Galbraith*
*Loan Officer*
*Home Source Mortgage*

**ENCOMPASS** ®
MORTGAGE MANAGEMENT SYSTEM

## Management tools for greater productivity

The contact management features bring some much-needed control to a loan officer's busy day. "One thing I've been surprised to find that I use a lot is the conversation log—it's got not only a conversation log, but a general entry and document tracking function. It has date stamps, tells you whether it was a phone call or an email, I called this person and this is what they said. In Point, a conversation log is just a blank screen, like a piece of paper. With the Encompass log, it actually helps you to track your actions. It organizes the information proactively as you're working, so you can go back and find stuff. In Point, you know—good luck! It's just a long list of stuff. It's valuable information, and in Encompass I am able to put it in so quickly that it's not a hassle."

"I would describe it as a revolutionized loan origination software," Galbraith remarked. "The Internet is kind of a second thought in other products, but with Encompass it's implemented right in."

Galbraith shared some insight on how other Home Source users feel about Encompass. "You cannot tear this out of my processor's hands, now that she has used it," he asserted. "Now that she can sort out loan officers' files with the click of a button and say, here's so-and-so's files and this is their status—oh, she would never go back. I couldn't imagine going back either."

## Moving forward with Ellie Mae

Beyond the software itself, Galbraith reflected on Ellie Mae's philosophy toward the mortgage industry and its customers, in terms of training and support. Extensive free online training courses gave Galbraith the grounding he needed to not only get started using the software, but to get the rest of the staff up and running as well. And he feels that his comments about the products and services are valued.

"You can tell they are listening to people—they are listening to me," he said. "I called Calyx a couple of times with some concerns and their response was 'that's just the way it is, so deal with it.' Encompass is an evolving software that's continuing to change, and Ellie Mae is listening to their clients. That's what we need in this industry! Within two or three days of giving some feedback on something within the software, it was changed—because of something that I said. It's like an open software solution for mortgage brokers, where everybody in the industry is providing input, and it's all being digested and becomes a part of the software."

Galbraith feels confident that Ellie Mae will continue to enhance its solutions, and be a major force in mortgage technology. "Encompass certainly will play a role in helping determine our company's future."

## ABOUT ELLIE MAE

Ellie Mae, Inc. is an award-winning provider of software and services for the mortgage industry. Its offerings include the company's flagship Encompass® Mortgage Management System, Contour™ and Genesis 2000® loan origination software, Encompass Websites, and Ellie Mae Docs™ 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 leading lenders and more than 90,000 settlement service providers. Ellie Mae has been recognized as one of the fastest growing companies in the nation, ranking 118th in Inc. Magazine's 2004 listing of the nation's 500 fastest growing companies, the "Inc. 500." Ellie Mae is based in Dublin, California.

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

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