

**GMAC-RFC – HSS implemented the world's first web-based, instant 'Point of Sale Mortgage Offer'. This multi-award-winning solution introduced automated valuations and electronic ID certification, revolutionising the UK mortgage market**  
Barry Searle, COO, GMAC-RFC (A General Motors company)


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# Mortgage Finance

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## The growing pains of self-build



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\* Horizon Software Solutions traded as Mouse Smart Software in the past

## Groundbreaking POSO software from Mouse Smart

Mouse Smart Software Limited is the technology company behind the point-of-sale offer (POSO) application recently launched by GMAC-RFC.

The IT company uses integrated UK and offshore resources to deliver highly complex and business-critical programmes. It says it has delivered successfully, on time and at a fixed cost, the 'world's leading mortgage processing system'.

POSO works by combining the existing technology with automated valuations and electronic ID certification and is set to revolutionise the UK mortgage market, as it allows the mortgage process to be condensed into minutes rather than weeks.

Sir Richard Heygate, chairman

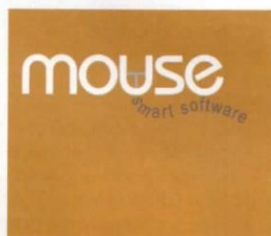
of Mouse Smart Software, describes the technology as groundbreaking and believes it will become the blueprint for the industry. Other lenders are poised to emulate this technology and in the future it will form the basis by which most UK lenders will conduct their business.

Heygate said: "These sorts of projects are always a challenge, but to produce an advanced web-based financial service, which is a genuine UK first, to fixed time and budget was a huge challenge. I am extraordinarily proud of the technical competence and work ethic of our GMAC team, who have been working virtually 24/7 to make this project the huge success it is."

Barry Searle, managing direc-

tor of operations at GMAC, commented: "We first spoke about point-of-sale offers several years ago, so we are naturally delighted technology now exists that has enabled our vision to come to life. Mouse Smarts' approach to this monumental project was superb. They were great to work with too, with their openness, proven delivery and deep technical skills. Their ongoing commitment to the project and exceptionally high work ethic enabled us to reach every milestone along the way and set the pace in the industry, but we could not have done it without Mouse Smart."

Around 20 people from Mouse Smart have worked on the project for the last two years. A dedicated



team has been based near GMAC's offices, but Mouse Smart also has a 'rightsourcing' office in Bulgaria.

Heygate added: "We are the only software organisation in the area, a town on the Black Sea coast with a great technology course at the local university, so we can employ the best people."

## Nottingham gets new multi-channel systems

TietoEnator and Nottingham Building Society have signed contracts to replace a number of the society's core business systems.

IT services company TietoEnator will provide complete systems replacement, including web-based point of sale, application processing, account administration and back-office collections and recoveries. The new infrastructure will replace the society's savings and mortgage system and a Unisys Smart Channel Manager.

Business challenges faced by Nottingham included the need to introduce highly flexible new products quickly and to maintain a customer-centric rather than product-centric operation. The new TietoEnator infrastructure will enable the society to offer more flexible products and services, structured around the relationship with each customer and their individual requirements.

"Our customers will benefit from a wider product choice, increased access via more channels and a proactive service via a more customer-focused system, as well as faster and more efficient personalised responses," said Jack Cutts, head of IT at Nottingham. "The society will also achieve operational cost benefits, a result of the efficiency of the new systems compared with our existing infrastructure."

Cutts continued: "We selected TietoEnator after a thorough examination of a number of vendors and their solutions. The team was very professional, with impressive industry expertise, and the company's reputation for reliable, professional delivery gave us a lot of confidence. We are projecting a very satisfactory return on investment with this project and look forward to a successful relationship with TietoEnator."



Nottingham BS, Grantham Branch

Linda Fisher, managing director at TietoEnator Financial Solutions (UK), said: "Nottingham Building Society has a clear goal and well defined plan to meet its objectives. We are looking forward to creating another showcase example of an efficient, competitive retail finance operational infrastructure."



Jack Cutts, head of IT

## Wipro's Flow-briX helps Japanese lender

Wipro Technologies, an Indian global IT company, has announced the live implementation of a credit-decision system for Japanese internet mortgage lender New City Mortgage.

The credit-rating system is powered by Flow-briX, Wipro's Business Process Management (BPM) solution and uses the Busi-

ness Rules Engine (BRE) component of Flow-briX as its backbone. It gives New City Mortgage a flexible underwriting solution that reduces the loan cycle time by as much as 75 per cent and automates the process by which loans are underwritten based on the established credit policies. It will help the lender process more applications each day.

"Flow-briX gives us exactly what we need - flexibility, ease of use, scalability and performance. The extensibility of the rules engine enables New City Mortgage to innovate new customer-friendly loan schemes at 60 per cent less time and lower IT costs," said Ernie Olsen, CEO of New City Mortgage.