



Customer Success Story

Novus Home Mortgage

About Novus

With a mission of providing a tech-forward experience, Wisconsin based, Novus Home Mortgage is committed to adopting the latest technologies to create and maintain a simple, digital five step mortgage processes that makes for a simplified experience for its customers. They chose Neostella as their UiPath partner to tap into Neostella's expertise helping other companies in the mortgage lending space realize improved efficiency by implementing RPA solutions.



Industry: Residential mortgage lender

Headquarters: Waukesha, Wisconsin

Company Size: 165 employees

Website: www.novushomemortgage.com

Solutions: RPA design, custom development, UiPath software installation, RPA as a Service



The Challenge: Improving Customer Service As Costs Increase

Novus Home Mortgage was seeking solutions to build upon their digital strategy by automating both front office and back-office processes. As part of that strategy, Neostella helped by finding opportunities for within Novus' operations that would minimize manual work for both their team and leadership, enabling additional time to focus on strategic, customer-centric activities.



The Solution: Document, Automate & Implement An RPA Solution

Working with Neostella, the Novus team decided to start their RPA journey by automating several processes that would create immediate impact:

- ▶ Automate the ordering of flood certifications in Encompass with unattended bots scanning for new loans hourly and ordering the flood certifications as needed.
- ▶ Automating the management of investor stipulations through Encompass API scanning ten separate vendor websites, extracting pending conditions and inputting those conditions to Encompass files.
- ▶ Utilizing an attended robot to run monthly P&Ls for 35 (?) branches PNLs, extracting data from three different excel reports and inputting into a master template with calculations for each branch; all run from the CFOs machine.
- ▶ The extraction of pre-defined data from Optimal Blue daily, inputting that into shared drive that is utilized by branches daily for critical information including rate change information.



The Results: Greater Workflow Productivity

- ▶ Automating the ordering of flood certifications allowed Novus to shift the process to the front half of the loan origination, so any needed disclosures are triggered earlier. Also saves employees the 10 minutes per file needed to complete the process manually, without risk of errors or accidentally skipping this critical step.
- ▶ The time-consuming task of checking for new pending investor stipulations daily has been re-assigned to bots from employees, saving multiple hours per day that employees can now spend on client-centric activities.
- ▶ The attended bot deployed to completed monthly P&Ls saves the CFO an entire day of work each month and the reports are now completed at a consistent time with 100% accuracy. Additionally, new branches are onboarded seamlessly into the process.
- ▶ Completion of the executive report by a bot assistant saves the CEO valuable time while ensuring that the template is distributed automatically and consistently each day for streamlined communication of critical information among the branches.

“

“Vantage Point needed immediate help to manage our rapid growth and large load of manual processes; we were looking for a partner that could work closely with our internal team to bring RPA into our business. Not only did we find that in partnering with Neostella, but they have also been critical to us achieving our business objectives on time and on budget while keeping us up-to-date on the status of the project.”



Eric Egenhoefer
CEO, Novus Home Mortgage

About Neostella

Neostella is a global enterprise software and solutions company that empowers organizations with the technology resources they need to exceed goals and push the boundaries of what is possible. Offerings include Legal Solutions, Work-Relay process and workflow solutions for Salesforce, Robotic Process Automation, and Application Integration. In addition to technology solutions, Neostella provides a wide range of professional services designed to help customers reap maximum ROI from their technology investments. With offices in four countries around the globe, the Neostella team is committed to providing exceptional customer support 24/7.