



Radius Financial Group is one of the leading mortgage banks in New England region of United States. They have been able to give a better mortgage experience to each one of its customers by following a simple lending process. They have an established record of integrity and honesty which makes them a preferred mortgage bank over others. Over the past 16 years Radius has grown exponentially as it has always tried to serve its customers as best as possible.

While many of the lending companies have been out of business, Radius has stood strong because of its inclination to try out new things and offer its services in the most efficient way so that the whole process keeps simplifying itself. It is the dedicated and hard work of its team that it has achieved such heights.

The Challenge – Why did we do it?

The detailed offline loan application forms which were being filled out by the customers and loan officers, needed to be made a step by step web based online form which the user could fill out at one go or in parts. The complete online form data had to be fed into the Byte Pro database which is loan organization software already being used by radius. Till now the data was fed into the software and then the loan officers could review the loan file through the software but now they wished that the web based form data gets directly saved to byte as and when the applicant completes it.



The main challenge was working with the existing loan application form and integrating with the byte API so that each field could be stored correctly in the byte database. So the main task was to understand byte's API, their database and produce a mapping of form fields to database fields. The complete loan application had to be easy to fill up and had to work in all versions of the prominent browsers.

Our Solution – What did we do?

As per the above requirements, Technousa's business analysis team had to work really hard on this project to understand the byte's database as it has numerous tables, many of which were not of any use for Radius's online loan application. Based on the available data dictionary and coordination with byte's support, Technousa did rake their brains and was finally able to produce a detailed database mapping.

The project was proposed to be developed in .Net MVC with the backend being byte's database which was accessed using the byte's API. The technical architect did a detailed study of the byte API and was able to implement this project very well. Another aspect of this project which required main attention was testing as each field had to be tested under various combinations and the data had to be verified in the byte's database.

Also byte updates their versions frequently because of which after each update Technousa's development team had to do the required installation at its end and the testing team had to again test the complete application in all browsers / devices.

The step by step online loan application and its management had many conditional sections and the main highlights are mentioned as below:



- ✚ Login page from where the user could choose to either start a new application or login to view an existing application. Each login was based on email address and had to be unique for each user. Each user could have multiple loan files.
- ✚ Home page and Page 1 – these were mainly related to borrower information from where an applicant could choose to apply with or without spouse. Accordingly, spouse related sections were displayed on subsequent steps. Once a user saved data from page 1, a user and password was created for him and sent in an email so that they could leave the application now or anywhere midway and once they would login again, they would return to where they had left off. For this the bookmarking feature was implemented. Page 2 included some more details related to borrower.
- ✚ In the very first step, applicant could choose the type of loan i.e. whether they wished to “Get pre-approved”, “Buy a home” or “Get refinanced”. Based on this the screens which followed after this displayed relevant details to be filled in.
- ✚ After Page 2, Page 3 was related to property information that was being mortgaged. This was based on type of loan.
- ✚ Page 4 asked the applicant about their employment details and page 5 allowed the applicant to fill in their earning details in the form of fixed / hourly salary, bonus, commission, overtime or any other earnings. Using page 6, applicant could fill in any other income they had through alimony, child support, pension, military earnings, pension, public assistance, etc.
- ✚ Page 7 – This allowed the applicant to fill in their assets in terms of bank accounts and their balance, gift funds, gift equity, net proceeds from sale of any property, etc.
- ✚ Page 8 – recorded the applicant’s expenses in terms of taxes, any existing mortgage, other housing expenses, etc.
- ✚ Page 9 and 10 were simple declarations by the applicant. Page 11 allowed the user to fill in race and ethnicity details.
- ✚ Page 12 – this was a confirmation, before the loan application would be completed followed by a Thank you page along with a link to login so that they could see their loan application.
- ✚ Before proceeding to the next step, each step’s data was saved to byte database as per the validations applied at each step.
- ✚ There is a separate admin section which can be accessed by loan officers to view all applicants as well view loan application files associated with the applicant. The admin could traverse the loan application in the same step by step manner as filled in through the front-end but in a read only mode.

"radius worked with us to get us into a dream property. They treated us with respect and transparency through the whole process."

- Mary B.



www.radiusgrp.com

WHY RADIUS?

Whether you're buying a new home or refinancing, getting a mortgage loan can be a stressful experience. At radius, we understand that.

With a team of seasoned loan officers and a wide range of loan programs for all types of borrowers, we'll help you make smart, informed decisions that fully meet your needs.

When you're ready to move forward, we're here to help.

mortgage tools

getting ready

..... **APPLY NOW!**



get pre-approved



buy a home



refinance



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SIGN UP TO RECEIVE RADIUS ENEWS

Name*

Email*

Select a Loan Officer

Our Process – How did we do it?



The Results and the Benefits



The online loan application and its integration with Byte's database have enabled Radius to save many hours of data entry and repeat work. Any customer can now fill in the loan application online through the quick links on Radius Financial website and the data is instantly available to the loan officers to review each file and provide even more speedy services to its customers. This has made the customer experience even more positive, which each one of them recommending it to the other person in need of a mortgage to realize their dreams.

To know how we can do more for your business, contact us at any of the following:



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