

# Non-Compliant Lender Updates Loan Origination System

## Business Challenge

An American Banking Holding Lender faced immense pressure to update their existing [mortgage loan origination](#) system (LOS) because it was quickly becoming non-compliant with Federal Reserve requirements. With a strict deadline in place, it needed to act quickly or would be forced to stop underwriting mortgages altogether. With the looming threat of halting revenue, the Lender knew it needed an enterprise-wide LOS that contained all originated loans. This would allow employees across the organization to perform investor delivery functions when necessary.

## Solution

The only way for the Lender to achieve its goals was to rip-and-replace the existing LOS and integrate a new system into the post-closing process. Working closely with the Lender, Pyramid Solutions implemented an [enterprise content management \(ECM\)](#) solution leveraging [Pyramid eXpeditor](#). The ECM solution had specific integration points for loan data and new functionalities to accommodate the bank's investor delivery group.

The new LOS empowered several of the Lender's teams to do more:

- Close Team can accommodate PDFs instead of TIFFs
- Investor Delivery Team can update many loans quickly and enable audit trails for all documents and data
- Ability to investigate loans faster and easier
- View spreadsheets, emails and other content in one application



*The Pyramid Solutions Insurance Team was responsive and easy to work with. The solution they implemented greatly improved the ease of which our teams perform work.*

### Solution Consisted of:

- IBM FileNet Panagon
- Pyramid eXpeditor for Mortgage Origination Management
- Pyramid Solutions Services and Support