

# The True Value of Web Services



By Daniel Liggett

Web Services make all the capabilities and information of your Loan Origination System available to the outside world via the internet. Web services can come in many different forms, but a few examples can include:

Data entered by a potential borrower on a lender's consumer-facing webpage to create a loan app is transferred directly into the LOS and populates the loan application without re-keying.

A broker wants to determine the loan programs that best fit a borrower. By entering only a few pieces of information into a secure webpage, all of the loan programs for which the client is eligible (and is not) are displayed, as well as plain language explanations of the reasons for each.

Wanting to check the status of a loan, a borrower logs into the web portal and sees how the loan is progressing. LOS's that provide web services can deliver immediate, up-to-the-minute status report.

Property valuations are quickly obtained as Web Services, which provide the information to geocoding interfaces and instantly update a loan record.

In short, LOS's that provide Web Services transcend their role as a loan processing system. It now becomes a flexible, expandable, secure service that can be used with other authorized vendors and systems. Requests can be initiated around the clock and provide immediate information without tying up valuable lender resources.

## Business Rules

Web Services are made possible because of the business rules upon which an advanced LOS is based. These flexible rules allow lenders to customize The LOS to their business and lending requirements. These business rules essentially tell the LOS what to do, and what information to make available in the form of web services.

For example, after completing work on a loan, an appraiser generates key pieces of information, including a final report, with a mouse click. The LOS then immediately updates the appropriate loan record including recalculating LTVs and other ratios and then emails the processor, loan officer, and others in the logical workflow group informing them that the appraisal is complete. The written report is automatically attached to the LOS's internal document image repository.

This chain of events is dictated by business rules. Dynamic LOS's unique approach of storing business rules in the database, rather than chiseling them into the programming code, makes it possible to maintain short, easily understood rules that can be written once, and used again and again. By chaining simple rules into more sophisticated ones, the LOS knows how to react to any situation that can be described.

## Secure

All data passing through Web Services is completely secure. Advanced LOSs enforce valid credentials at all times and generate only the information that is authorized to approved third parties and only under conditions that meet the stated business rules.

As an additional layer of protection, each transaction is logged and stored. The LOS tracks who did what and when they did it.

## Expandable

Web Services are designed to easily interface with other third-party platforms. Web Services responds to the entire spectrum of MISMO-formatted data transactions. Using a tool kit, additional services and transactions can be set up in the system. Web Services also support vendors with non-standard, proprietary transaction sets.

## **Low Maintenance**

When done correctly, Web Services are low maintenance, and there is little to monitor or manage aside from adding new vendors or services.

## **High Value**

Web Services are a logical extension of the customization lenders employ. They add great value with very little additional effort and can perform a variety of tasks. They offer a fast, secure and cost-effective method of enhancing a lending operation by saving time and money.

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