**Profile**

- **SWBC Mortgage Corporation**
- **San Antonio, Texas**

**Challenge**

Increase efficiency and more effectively manage compliance.

**Encompass Benefits**

- Easy to configure and customize LOS
- Ability to add alerts and built-in compliance checks
- Automates manual processes
- Integrates with third-party vendors
- Saves time

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**The challenge**

SWBC Mortgage Corporation is a full-service mortgage banking firm, headquartered in San Antonio, Texas. The company was created in 1988 to provide retail mortgage banking and outsourced mortgage loan origination services to financial institution clients and quickly added a retail origination channel. Over the years, the company has grown into a top mortgage lender.

As with many mortgage companies, the coming of TRID was a catalyst for technological change.

“We had an old system that was good, but antiquated, particularly in the area of compliance,” explained Michelle Juarez, Business Systems Manager for SWBC Mortgage Corporation. “We were managing compliance manually, using spreadsheets. We knew we couldn’t keep that up, particularly with something as big as TRID on the way.”

After scouring the market, the SWBC team decided on Ellie Mae’s Encompass for its built-in compliance tools and its flexibility. The company rolled out the system to its 650 users in just six months.

**The solution**

“I think Ellie Mae put together the smoothest rollout I’ve ever seen. We were totally ready for TRID; the support we got was amazing,” Juarez said. “We got a 20-page checklist on what we had to do on our end to address the change.”

SWBC Mortgage also uses Encompass Compliance Service, which automatically checks loans against hundreds of federal and state residential mortgage lending regulations.

“Encompass Compliance Service is like a safety net. You can run it automatically at certain milestones or manually,” Juarez explained. “We do run it automatically, but also encourage staff to use it as they go along.” Juarez is also a big fan of the eFolder and eDisclosures. “With Encompass, we have consistency. Everyone uses the same workflow. Instead of relying on checkboxes, the system grabs the right file for you,” she said. “It’s also easier to track errors and handle these before they become real issues—that’s particularly important with all of the changes that came with TRID.”

Encompasses flexibility and tight integration with numerous vendors have both made a positive impact on productivity.

“Encompass gives us the opportunity to customize the system to work the way we need it to work for our company. Although a base 1003 is fine, we wanted to build something that fit with our workflow,” Juarez said. “With Encompass, we had that option and could do it ourselves.”

Juarez and team have built a number of checks in the system, or “friendly reminders,” as the staff calls them.

“We’ve created some nifty LE and CD tracking, as well as some alerts around change of circumstances. There are so many things to remember these days that these helpers keep
“I think Ellie Mae put together the smoothest rollout I’ve ever seen.”

Michelle Juarez
Business Systems Manager
SWBC Mortgage Corporation

“everyone on track,” Juarez said. The fact that Encompass integrates with SWBC Mortgage’s credit, pricing, and mortgage insurance providers is also a huge advantage.

“Our staff doesn’t have to leave the system and access a web browser. They can connect with the provider they need right there,” she said. “Encompass’ ability to integrate with these vendors streamlines everything.”

The results

Increased Efficiency

With Encompass, a number of previously manual processes are now automated, which increased processing speed.

“We developed a more efficient workflow, which saves time, as do eFolders and eDisclosures, because they grab the right files for you, automatically,” Juarez said. “The best part of Encompass is that it’s so flexible, we can continually work to make things better.”

For example, Juarez sat with one of SWBC Mortgage’s post closers and saw that the closer individually added the date to every one of the 90-to-150 loan files she handled each day.

“I said, ‘why not build a tool that enters the date on all the loan files for that day at once?’ With Encompass, we could configure the system to do that,” Juarez said.

Improved Compliance Management

The combination of built-in alerts and Encompass Compliance Service ensured SWBC Mortgage was not only ready for TRID, but could still close loans in the timeframe our borrowers are accustomed to.

“We have a compliance team, but without Encompass, we’d have to staff it with more people to keep up. Instead, we use the tools in the system to catch errors, manage disclosures and keep loan quality high,” Juarez said.

Seamless Integration Saves Time

Before Encompass, SWBC Mortgage’s staff had to leave the system to access vendors for credit, pricing, and mortgage insurance.

“Encompass is so well integrated with our third-party vendors that our staff doesn’t have to leave the system and go to a web browser to pull in all the information they need to process a loan,” Juarez said.

Improved Visibility

Just as important, company leaders have visibility into the pipeline, and can identify any potential bottlenecks before they become issues.

“Pipeline views and custom reports not only help us prepare for volumes, but find areas where we can tweak our workflow to improve our processes or save steps,” Juarez said. “We have the information we need to run the business, manage workloads, and to continually find ways to improve.”

And, that’s what a real-world competitive advantage is all about.