

## Office of Finance – streamlined upgrade path

### Business Overview

Our client, MORT, is one of the nation's leading mortgage servicers and lenders offering conforming, Fannie Mae, FHA, FHLMC, VA, and Jumbo products directly to consumers. MORT has built their reputation on providing competitive rates, offering a wide variety of loan products, and delivering exceptional customer service.

### Business Challenge

MORT is a current, longtime user of a tool (IBM Cognos TM1) for the finance group to do planning and forecasting. They were on an older version, had not kept up with the new features and functions in later releases, and some of the dozen staff had turned over so part of the institutional memory with respect to the tool's capability was lost.

While they were capable themselves of upgrading the application to the new tool release, they desired to take advantage of some of the newer features that they had heard about, such as the web-version, Turbo Integrator, etc.

Their application, consisting of eight cubes, was very heavily used. However, they thought that there was other functionality that could be added that would allow others within the company to leverage the environment.

MORT was looking to leverage the need of a version upgrade to do several things: upgrade the model, reviewing performance constraints and opportunities to institute best practices; instruct them on how they might take advantage of other, newer features; provide knowledge transfer to the newer team members; and discuss with MORT how the tool could be expanded within the company.

They chose LPA to help them with this work.

## Solution

LPA met with MORT and reviewed the current model and design. We also met with management to understand the requirements for expanded functionality.

We installed and configured IBM Cognos TM1 9.5 and connected it to the existing data and models. We reviewed that model, making performance enhancements as necessary based on our review. We worked closely with the MORT team, ensuring that they understood what we were implementing from both the technical side and alternatives and with respect to best practices.

In conjunction with the finance team, we also implemented several new features, providing expanded functionality and additional models and cubes.

*“LPA excelled at sharing their knowledge with our team, explaining not only the technical aspects of the tool, but how certain features could be implemented to align with our corporate goals.”*

Finance Project Manager

## Results

Within weeks we were able to move MORT up to the more robust environment, add functionality that they desired, and bring their entire team up to speed on the latest technology. MORT was able to continue leveraging their environment and in fact was able to expand the functionality and allow others within the corporation to take advantage of the infrastructure and tool that they built.

And, they were able to accomplish this with no specialized, long-term instruction, since LPA could bring best practices from their hundreds of implementations to the discussion and MORT personnel did not have to become technical experts. The result was a best-practices approach to planning and forecasting, integrated into the tool so ongoing governance became simpler and better.