

LOAN OPERATIONS SUPPORT FOR MISYS LOANIQ

“We leverage Freeborders for project management, technology and functional expertise. Their depth in LoanIQ and its data model has saved us time and money”

– Program Manager, global investment bank

Processing more than 1/3 of the world's syndicated loans and more than 1/2 of the world's loan trades, Misys LoanIQ helps top financial companies worldwide to optimize, automate and develop their commercial lending business from a single platform.

Freeborders Loan Operations Support ensures organizations maximize their return on their LoanIQ technology investment, as well as meet their targeted business goals and stakeholder demands. The Freeborders team provides deep domain capital markets expertise, and leading technology, industry and functional skills across financial services to help organizations streamline business processes, supplement technology resources and capacities, and deliver ready-to-test systems.

The Freeborders Advantage

Freeborders consulting staff and associates have a collective 150+ years experience working with LoanIQ modules, as technologists, building custom interfaces and using the latest releases and APIs, and as operations support, driving direct business value through loan operations consulting, data forensics and analysis, and loan servicing.

With deep domain expertise and an unparalleled understanding of commercial and syndicated lending in the market, Freeborders has successfully provided business and technology advisory services and implementation, integration and training services to leading financial institutions. Our client solutions are tailored to meet the unique needs of our customers, from technology to process to operational improvements.

Solution Offering

Freeborders offers a suite of comprehensive LoanIQ Support Packages that ensure the optimization of your solution. Our packages include:

1. **Pre-implementation:** product selection, project management, project scoping, data preparation and migration planning, current state assessment and future state design
2. **Implementation:** development, integration support & migration readiness, data integrity, integration & UAT, report design (Cognos, BO, Crystal Reports)
3. **Post-go live:** batch administration, product support, interface maintenance, training, L1 thru L3 production support
4. **Service Bureau:** loan origination & servicing, WIP and A/P cleansing, issue resolution, reporting

Improved Efficiencies

Freeborders Loan Operations Support Services have benefited clients with:

1. Access to critical loan technology and application expertise – API, data model, data dictionary, database experience – to maximize application investments
2. Alternative resource strategies – technical and functional expertise available via flexible on-site and off-site support
3. Ad hoc and formal training to improve user experience and reduce operational costs
4. Forensics & data integrity services to improve loan data quality
5. Expert loan servicing to increase volume and accuracy of transactions

Freeborders is able to tailor the solution to meet your unique business requirements, while maximizing your return on your LoanIQ investment.

SUCCESS STORIES:

Example 1:

Wholesale Bank Operating in US

Enabling the bank to move from a hosted ACBS system to an internally managed LoanIQ instance, Freeborders has provided business analysis, project management, testing and development support, as well as data migration support and interface design and programming. Working on-site, Freeborders has maximized all API's and is working with Misys, as well as bank staff, on the cutover.

Example 2:

Full-service Commercial Bank Operating in the US and Abroad

Providing post implementation support to the bank, Freeborders has utilized technology and operational expertise to enable the bank to streamline their billing and notice processes, improve Loan IQ data quality (data forensics, reconciliations, WIP management, loan servicing), and support business and technical users via a custom application support program (L2 and L3 support).

Understanding the unique business of the bank and partnering with internal operations, technology, and finance teams, Freeborders has:

1. Cleared more than \$500,000 in unposted receivables from AP and WIP and posted nearly \$2MM in past due interest (in less than 6 weeks); supported major deal reconstructions, and managed issue resolution for sensitive customers
2. Created a custom extract program to capture key billing information for bills and notices, delivering information to external mail servicing provider
3. Provided a cost effective application maintenance and user support program to supplement internal help desk and production support team
4. Provided counsel on key initiatives, including training, hiring, budgeting and compliance.

Example 3:

Government Regulated Financial Institution

Partnered with Misys, Freeborders provides project management and executive oversight for the new installation of LoanIQ. In need of visioning, planning, workflow design, migration planning and resource planning, the Misys/Freeborders team was selected to lead a firmwide move to LoanIQ and provide functional and technical expertise.

The Freeborders Loan Operations Support team offers the right combination of product, industry, technical and project management expertise to ensure rapid and successful utilization of LoanIQ to meet your front, middle and back office needs.

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“Our goal is a fully integrated loan and trading platform based on LoanIQ. Freeborders is helping make that a reality”

– VP of Lending Systems, national bank

Freeborders has delivered the technology solutions that enable some of the travel and hospitality industry's leading companies to delight customers, boost profitability, and out-perform the competition.

What we've done for them, we can do for you

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About Freeborders

Freeborders is the leading global provider of offshore IT services and solutions delivered from centers of excellence in China.

Privately held and based in San Francisco, CA, Freeborders is recognized for offering best practices in outsourcing by combining its award-winning global delivery model, CHINDUSSM, with its governance model ATLASSM. Freeborders provides a full suite of services that encompass all phases of a project lifecycle including strategy, design, development, testing, implementation integration, and extended support.

Freeborders is rated at Level 5 of the SEI's CMMI, and is ISO 27001 certified.