



MORTGAGE

Must-Ask Questions for Your Mortgage LOS Upgrade

Answer these key questions to achieve an even more seamless and efficient implementation.

Upgrading your mortgage loan origination system is a powerful opportunity to address the pain points you're facing with your current mortgage solution, streamline operations, lower costs per loan, reduce your total cost of ownership, and enhance your ability to attract top-tier loan officers.

Too often, lenders fall into the trap of purchasing a new system only to implement it exactly as they did before. But not you—this is your chance for meaningful transformation. The first step? Ask the right questions—both of your institution and your mortgage LOS partner—to fully understand what it takes to implement mortgage technology that drives the results you need. So, what *should you ask*? **Let's dive in.**

QUESTIONS TO ASK MORTGAGE LOS PARTNER



1. How much time and effort from our team is required?
2. What level of technical expertise will we need at the outset?
 - For example, will developers, IT, or consultants be required?
3. Will we be assigned dedicated implementation resources?
 - If yes, when and how will they engage with us and support the project?
 - If not, why not, and what alternative support is provided?
4. What skills and resources are needed on our team to be successful?
 - This could include subject matter experts, testers, trainers, and a project manager, among others.



5. What support will you provide during the user acceptance testing (UAT) phase to ensure the system meets our specific operational needs?
6. What does the go-live process look like, and what support will be available to our team?
 - For example, will there be a dedicated support team on-site or available remotely to address any immediate issues and ensure that staff are prepared to assist members effectively?
7. What level of support is required to maintain the system?
 - Does it need a full-time administrator, or can it be managed with part-time support? Do you offer any admin services to help augment staffing?

QUESTIONS TO ASK YOURSELF



1. What pain points are we experiencing with our current mortgage LOS, and how will the new software address these issues?
2. Is there consensus across the organization to move forward with a technology change?
 - If not, what actions are needed to align everyone with this shift?
3. When will we lose access to our current mortgage LOS vendor?
4. With our current mortgage LOS access set to expire, by what date will our new system need to go live?
5. Do we understand the people, time, and contracts required to start the implementation?
6. Do we have the right team members in place to be successful today?
 - If not, what steps must be taken to close that gap, and how long will it take?
7. When is the optimal time for us to engage in the implementation? Are there seasonal or organizational factors at play?
8. Have we secured the necessary approvals and contracts with all third-party vendors?
 - If not, what's required to address these gaps, and how long will it take?
9. Are there any conflicting priorities that might affect the timeline?
 - For example, will other projects, peak production, PTO, or audit schedules affect the timing?



Change like this can drive significant improvements, but it requires a strategic approach to be truly successful. **Are you ready to unlock your mortgage market potential?**

Check out our on-demand webinar for more insights on how you can boost productivity and maximize opportunities with your mortgage technology upgrade.

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