

Veterans United Gets Fast, 24/7 Response with Enterprise Technical Support

Profile

- Veterans United® Home Loans
- Columbia, Missouri
- \$11B annual loan volume

Challenge

Get immediate, consistent, proactive support for a highly customized, uniquely configured instance of Encompass.

Results

- Dedicated support team that understands unique system set up
- Customer Success Manager available by phone 24/7
- Bi-monthly performance analysis reports and suggestions for improvement
- Improved system uptime
- Immediate response and remediation

The challenge

Veterans United Home Loans is a massive organization, fully dedicated to helping active-duty service members and veterans of the U.S. military purchase or refinance homes. This Missouri-based lender processes between 4,000 and 5,000 loans every month, 98 percent of which are VA products. But, what's even more unique than its military focus is the sheer size of Veterans' technical team.

"In a lot of ways, we are a technology company that is also a mortgage lender," explained Michael Bouchey, vendor relationship manager for Veterans United Home Loans. "We have 100 developers and an army of infrastructure specialists on staff; writing code, building out integrations, adding customizations and developing tools to make us more efficient."

So, it comes as no surprise that Veterans' instance of Encompass is much more complex than most lenders' versions, which sometimes made traditional technical support a challenge.

"When we went through tier one support, we were asked basic troubleshooting questions, and were constantly explaining and re-explaining how we set up the system," Bouchey said. "Although I learned who to call to get my issues resolved quickly, there came a point when those reps told me that I really needed to consider Ellie Mae's Enterprise Technical Support (ETS)."

Bouchey was skeptical at first, but, in 2016, decided to give ETS a try. He's been an advocate of the service ever since.

The solution

"With ETS, we get a dedicated person we can contact by cell phone, any day of the week, any time, and get an immediate response," Bouchey said. "We've had two customer success managers (CSM) so far and both—and the teams behind them—have been excellent."

According to Bouchey, his CSM has been on site to see the operation in action, and, intimately understands Veterans' unique Encompass configuration.

"When we call, he knows it's something complex, that we have already tried everything that we know how to try, so we're not constantly starting from scratch," Bouchey said. "Since our CSM only supports about six customers, he can really get to know us, the details of how we've configured Encompass, and any reoccurring problems. If we have an issue, I get immediate help. So, the issue is resolved much more quickly."

But, the benefits of ETS extend beyond reactive support. The CSM proactively works with Bouchey to continually improve system performance.

"I have calls every two weeks with our CSM to go over metrics and response times, as compared to other, similarly-sized Encompass users. So, we can see what we're doing well, what needs improvement, and get suggestions on how to get better performance," Bouchey said. "I can also log in and get a daily look at our metrics. That's all part of ETS, and great information, if you leverage it."

“For us, ROI is system uptime.”

Michael Bouchey
Vendor Relationship Manager
Veterans United Home Loans

The results

Since becoming an Enterprise Technical Support customer, Veterans United has realized some significant, tangible results.

Improved System Performance and Uptime

“For us, ROI is system uptime. We’re a company that processes 4,000-5,000 loans a month. One bad incident, one hour down and we could lose hundreds of thousands of dollars, and risk reputational damage,” Bouchey explained. “We are committed to maintaining our performance levels, so we can give our veteran heroes the level of service they deserve. Ellie Mae ETS definitely helps us do that.”

Rapid Escalation

Instead of going through the traditional tiered support process, Bouchey has a direct line to his dedicated customer success manager.

“Going through traditional support, with a configuration like ours, it could take hours to get things done,” he said. “Now, I call someone who either answers when I call or gets back to me immediately; knows what our Encompass instance looks like and has the ability to escalate the issue to the right team immediately.”

Proactive Monitoring, Suggestions and Support

The Veterans United development team pushes out a lot of code. If that causes issues on the back end, Bouchey’s ETS team typically sees the issue and corrects it before it turns into a big problem.

“They’ve helped us avoid a lot of pain,” Bouchey said. “If something is causing us problems constantly, they offer suggestions to correct it. If we’re building something that interacts with Encompass in bad ways, they stop us, before we have issues.”

All critical to a mortgage operation where every minute counts.

“If you’re an Encompass user of a certain size, have a lot of customizations or if uptime is critical to your reputation, you need ETS,” Bouchey said. “The time you save, the service you get, and the ability to keep your system up and running makes it well worth the cost. I know it’s made a big difference for us.”