



SERVICING 10

MBA's NATIONAL MORTGAGE SERVICING
CONFERENCE & EXPO 2010
FEBRUARY 23-26, 2010, SAN DIEGO

MBA Workflow Panel



TITANIUM
SOLUTIONS

Opening doors to preserve home ownership

Outsourcing to key strategic partners:

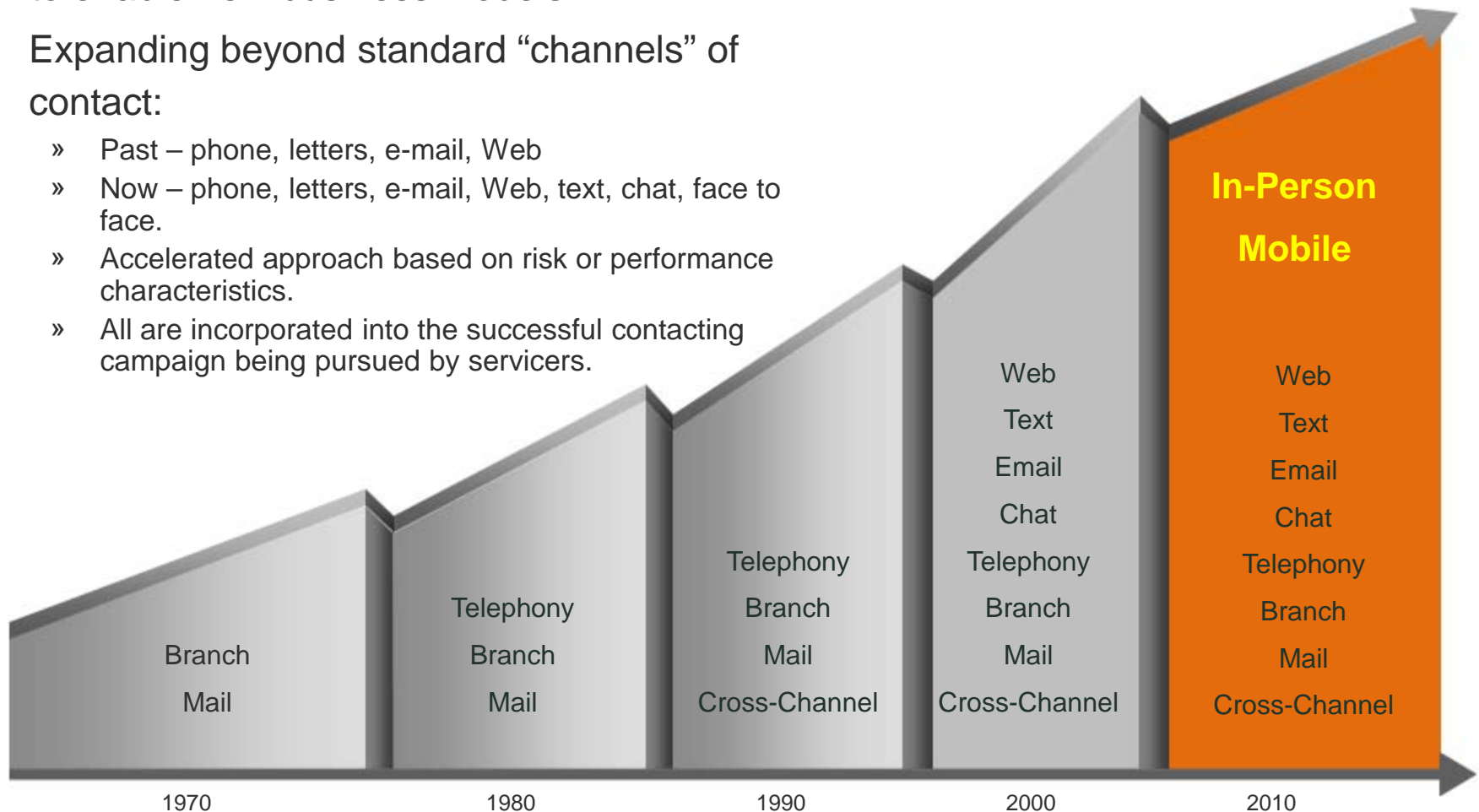
- » Creates added capacity and variable cost model for current and future shifts in volume.
- » Allows for utilization of internal resources on mission critical activities.

Being technologically agnostic:

- » Flexibility to integrate with any system of record.
- » Flexibility to access servicer's systems of records, when requested.
- » Quick adoption of new/emerging technologies*.

Leveraging New Technologies

- Advances in information technology continue to enable new business models.
- Expanding beyond standard “channels” of contact:
 - » Past – phone, letters, e-mail, Web
 - » Now – phone, letters, e-mail, Web, text, chat, face to face.
 - » Accelerated approach based on risk or performance characteristics.
 - » All are incorporated into the successful contacting campaign being pursued by servicers.



Outsourcing to key strategic partners:

- » Creates added capacity and variable cost model for current and future shifts in volume.
- » Allows for utilization of internal resources on mission critical activities.

Being technologically agnostic:

- » Flexibility to integrate with any system of record.
- » Flexibility to access servicer's systems of records, when requested.
- » Quick adoption of new/emerging technologies*.

Utilizing data and performance metrics to maximize the execution of programs and utilization of resources:

- » Provide detailed reports on performance.
- » Integrate our performance metrics with metrics from the servicer to provide a more holistic picture.
- » Utilize those metrics to enhance/adjust strategies or execution.

Increase Utilization of Pilots.

- » Test new ideas.
- » Test & control methodology utilized.
- » Quick way to determine effectiveness and to make corrections.

Far Beyond SAS70 Certification:

- » Used to be the standard that was accepted.
- » Moved to International Standards Organization (ISO) 17799-27002. Payment Card Industry (PCI) – required when you start handling payments.
- » 27002 is the security standard Titanium Solutions has adopted*.

ISO 27002 Mind Map





SERVICING 10

MBA's NATIONAL MORTGAGE SERVICING
CONFERENCE & EXPO 2010
FEBRUARY 23-26, 2010, SAN DIEGO

MBA Workflow Panel



TITANIUM
SOLUTIONS

Opening doors to preserve home ownership