

INDYMAC BANK CASE STUDY

INDYMAC BANK HOME LOAN SERVICING

IDEAL COMBINATION OF SPEED, EFFICIENCY, AND IMPROVEMENT

What Indymac Bank says about OCIE...

"Tremendous speed enhancement"

- even the largest reports appear in seconds
- server and storage located at your site

"OCIE customer service is A+"

- service for small, midsize, and large Mortgage Bankers since 1993

"OCIE reduced our usage for other data extraction tools"

- fast, easy data extraction for ad-hoc reporting
- no need to burden I.T.
- create new reports in hours, not days

"OCIE helped in our SOX audit"

- compliance, archive, and workflow support
- ideal for Sarbanes-Oxley

"Painless installation"

- OCIE staff does all the work
- no capital investment
- monthly fee covers all equipment and services

Indymac Bank, based in Pasadena (CA), is the seventh largest savings and loan and the second largest independent mortgage lender in the nation. Indymac Bank operates as a hybrid thrift/mortgage banker and provides cost-efficient financing for the acquisition, development, and improvement of single-family homes. The **Indymac Bank Home Loan Servicing** division, operating primarily out of Kalamazoo (MI), along with locations in Pasadena (CA), Kansas City (MO), and Austin (TX), continues to grow at a brisk pace and has expanded their servicing portfolio by nearly 106% in two years. Within this time frame, Indymac's portfolio has grown from approximately 251,000 loans to more than 518,000 loans and they have increased their loan servicing division workforce from 368 to over 565 employees.

As a remote client of a leading mortgage service bureau, Indymac Bank routinely receives millions upon millions of pages of servicing reports each month. These reports contain critical information which is essential to the daily business activities of various Indymac Home Loan Servicing units. With such rapid growth, both in the number of loans serviced and the number of employees, Indymac Bank realized it needed a faster, more versatile, and enterprise-level solution for managing their ever-growing mountain of information.

After careful review and thorough examination, Indymac Bank Home Loan Servicing selected **OCIE® from Donnell Systems** as a means to enhance their online report viewing capabilities and strengthen the ability of its workforce to find, extract, and utilize the vital data contained within their system-generated servicing reports.

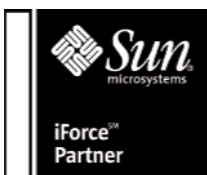
OCIE is an integrated document archive and retrieval service that combines enterprise report and document management along with a powerful data extraction and transformation tool for your organization's fixed content.

"Our employee satisfaction, the ease of use, is significant. With OCIE it's a lot easier to find the exact report that they want and OCIE is much faster than what we used before. Even for remote users, at locations in other parts of the country or even India, OCIE is much, much faster," said Kim Thompson, Vice President HLS IT for Indymac Bank Home Loan Servicing.

OCIE provides Indymac Bank with high-speed retrieval, full-featured searching, long-term data archival, and off-site backup for the tens of millions of report pages it must retain.

"We're including OCIE on our base desktop image because we want to make sure everybody has OCIE at their fingertips. It is so easy to install, very quick to get access and get to information," added Thompson.

OCIE satisfies the rigorous and diverse requirements of departments throughout the Indymac enterprise and has become a daily staple in areas such as Accounting, Compliance, Cash Control and Special Loans, Escrow and Mortgage Insurance, New Loans and Acquisitions, Pre-Payment Penalty, and Taxes, Records and Lien Release.



Thompson continued, "When we converted to OCIE, one of the things we really liked was the ability to use DataDigger® to get the precise data that we wanted, being able to export it to another product like Excel or Access, or pull it in to a system." DataDigger is a proven cost-savings companion for many data extraction tools and allows Indymac users to build, test, and execute custom mining tasks on reports generated by their servicing system. DataDigger handles ASCII and PDF reports with complex report formatting and is ideal for extracting specific data elements from reports that span page breaks. OCIE and DataDigger are helping Indymac users avoid errors and save substantial amounts of time.

"The good thing about OCIE is you don't have to have programmers. Which is huge," said Steve Althouse, Systems Analyst. Althouse continued, "We don't have to go out and schedule assets like we would for Cognos and things like that. With OCIE, we pretty much have a couple of people who know how to do 'Diggers,' we have an OCIE administrator, and we're done. We can search and mine all our reports and do all this great stuff with OCIE, without a programmer. I mean that's huge for us."

Andy Miller, Systems Analyst, added "The biggest part was not having to run our other extract tool as much anymore because that cost money every time you ran it. Since the same data is available on the reports we store in OCIE, you can use DataDigger to pull the fields and there you go. And it's a LOT faster. Much easier to use. DataDigger just makes it so much easier to grab that data."

DataDigger extraction routines can be scheduled to run automatically and conveniently makes Indymac system report data available for use in spreadsheets, other applications, and databases. Indymac utilizes OCIE's scheduling tool, Task Manager, to schedule, administer, and balance vital data mining tasks with online viewing activity to optimize system resource allocation and performance.

"The previous tool we used didn't necessarily work and it would take forever to run. For example, at the end of the month I'd have to look at one particular report, tens of thousands of pages, and it would take all day," recalled Bill Norton, Systems Analyst. Norton continued, "I would have to do five or six different validations and it used to take me three days, maybe more. Three days is a long time. Now, with OCIE and DataDigger I get done within a day and still have time to do other things. OCIE is a tremendous speed enhancement; it just makes my day a lot easier. It's super fast."

OCIE goes beyond basic report viewing and data extraction. OCIE also provides compliance, archive, and workflow support which can help satisfy many of the the demanding requirements of Sarbanes-Oxley and other mandates which govern the protection and handling of information.

"During our Sarbanes-Oxley audit, OCIE provided easy access to our system and security administration reports. OCIE preserved all that information as read-only, in its original form, and we knew it hadn't been modified in any way. That was one of the things the auditors were looking for," said Thompson.

Thompson continued, "What Sarbanes-Oxley is doing is enforcing people to abide by what they should have been using as an internal control. They're basically auditing that control to make sure that it is in place. OCIE was a great help."

Donnell Systems believes it a noble enterprise and our mission to combine technology and problem solving talent to help customers like Indymac Home Loan Servicing fulfill their mission statements. Today's technology decisions can have sweeping ramifications which impact far more than back-office processes and procedures; without question, they have a direct impact on the bottom line. OCIE and Donnell Systems offers a wide range of services, solutions, and consulting to maximize your technology investment.

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