



# QuestSoft Case Study

## The Washington Savings Bank Eliminates Data Re-entry with QuestSoft Compliance Tools

### Who:

Heather Espinal, mortgage information technology systems analyst  
Bowie, Md.-based The Washington Savings Bank

### When:

2007 to present – Compliance EAGLE integrated into ISGN's MORvision loan origination software

### What:

As The Washington Savings Bank (\$451 million in assets) expanded their loan customer base, they decided to reexamine their processing and compliance platforms. The bank was frustrated by inconsistencies with their existing system, *(Continued on back)*

### About The Washington Savings Bank

For more than 20 years, The Washington Savings Bank has served central and southern Maryland by meeting the financial needs of those who do business. The Washington Savings Bank opened its first branch in Waldorf, Md., in 1982, and has since expanded its reach with five additional full-service centers. For more information, visit [www.twsb.com](http://www.twsb.com).

### About QuestSoft

Laguna Hills, Calif.-based QuestSoft is an established provider of comprehensive and automated compliance software and services to the mortgage, banking and credit union industries. The company's products enable more than 1,500 banks, credit unions and mortgage companies to simplify the collection, analysis, compilation and reporting of key lending regulatory report data. For more information about QuestSoft and its products, visit the company's Web site at [www.questsoft.com](http://www.questsoft.com).

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## Challenge

Bowie, Md.-based The Washington Savings Bank was plagued by a compliance process that required the bank to re-enter compliance data from every loan into its loan origination software (LOS), ISGN's MORvision. To streamline the process and reduce errors, the bank's mortgage department began researching single end-to-end compliance software solutions that could integrate with MORvision and improve workflow. They were also seeking a system that would provide reports to meet the demands of regulators and examiners, since the existing system's compliance reports were incomplete and difficult to transfer.

*"Before adding QuestSoft's products, our compliance and mortgage-processing staffs were burdened with tedious manual data entry that hindered our customer service abilities," said Heather Espinal, mortgage information technology systems analyst at The Washington Savings Bank. "Finding the right match for our workflow and existing LOS proved challenging, as several other programs we tried just did not work. We needed a system that could transfer borrower information and compliance status throughout the loan process and ultimately produce concise reports."*

## Solution

After failing to find a proper fit with several other compliance technology providers, The Washington Savings Bank selected QuestSoft's Compliance EAGLE, a highly integrated end-to-end review solution that automates the entire mortgage lending compliance process into one system. Compliance EAGLE, which features a complete integration with MORvision, imports and maintains compliance data records from opening to closing, minimizing manual data entry. QuestSoft's installation team also worked extensively with The Washington Savings Bank to ensure smooth operation between MORvision and Compliance EAGLE.

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### Solution *(continued)*

*“After experimenting with alternative software solutions, we quickly discovered Compliance EAGLE was really the only system that worked for us,” said Espinal. “We were impressed by how detail oriented the QuestSoft team was. They made everything work within MORvision in a manner that satisfied us. QuestSoft showed the same exceptional levels of service that we strive to provide our customers.”*

### Result

The Compliance EAGLE integration proved immediate dividends for The Washington Savings Bank, helping the bank achieve its goal of a streamlined loan process. The platform eliminates the need for closers to re-enter the vast majority of compliance and loan data, except in a very few loan-specific situations. Compliance EAGLE has also aided in reporting, both internally and externally. Bank-produced loan reports are clearer and provide the necessary details to satisfy regulators in a single product. Likewise, the bank can pull compliance

standard and loan updates from QuestSoft’s Web site to include in its own documentation.

*“Our goal in converting to a new system was to start and finish loans on a single system, and Compliance EAGLE provides the tools which enable us to do so,” said Espinal. “Streamlining has improved overall productivity, as our bank is closing loans at a quicker rate thanks to more detailed reporting. What once was an arduous task is that much easier thanks to Compliance EAGLE.”*

### **What:** *(Continued from front)*

which included multiple data entry points, and sought a single solution to complement their LOS. Bank officials turned to QuestSoft and its Compliance EAGLE software’s integration with loan origination software MORvision to streamline workflow and accelerate loan closures.