

## Improving Today's CREF Process

In light of the fast-moving pace of business today, no professional has not been impacted by the presence of technology in his or her business process function. With the measurement of data storage space having evolved from kilobytes in early technology years to terabytes today, and the speed of data transfer evolving from bits-per-second to gigabits-per-second, there is no doubt that technology has improved our professional lives exponentially.

The commercial real estate finance world is no different, and there are no complaints from industry professionals. Instead, the push is on to develop the best business process possible, taking advantage of every speck of available efficiency.

The gurus who provide these efficiencies via technology have created methods in which every commercial real estate broker, lender, investor and developer are stakeholders. The very essence of competition for those CRE deals depends on the ability to source, analyze and process information on a timely basis.

Today, that information is no longer accessed over a period of days, or even hours. Now just a mouse click or Google (or Yahoo) search away, this information is available on the end user's desktop on a real-time basis. The result is that no sane commercial real estate finance professional would exist without the extensive use of technology.

To help keep our industry abreast of available products for the loan origination, portfolio aggregation, CMBS securitization and loan servicing functions, *Commercial Mortgage Insight* has compiled its sixth annual Directory Of Commercial Mortgage Technology Providers. It is a compiled listing of technology service providers based on responses to our online questionnaire for commercial real estate finance technology firms.

We suggest you keep a copy handy and turn to it when your firm is considering its next technology service partner for your commercial real estate finance shop.

### BACK TO BASICS INC. - MORSERV

5080 Pinehurst Terrace, Birmingham, AL  
35242-3058; (205) 981-0190;  
fax (205) 991-8603.

Contact: *Wilson Hauck, president.*

E-mail: [wlhauck@morserv.com](mailto:wlhauck@morserv.com)

Web site: [www.morserv.com](http://www.morserv.com)

Benefit from a mortgage loan servicing software that has been around since 1983. It can support up to 20 active loans for a monthly cost of \$50, and can get loans live within 24 hours.

### **BENEDICT GROUP, Inc.**

#### BENEDICT GROUP INC.

900 Small Dr., Elizabeth City, NC 27909; (252) 330-4892.

Contact: *Guy Angione, client services.*

E-mail: [gangione@benedictgroup.com](mailto:gangione@benedictgroup.com)

Web site: [www.benedictgroup.com](http://www.benedictgroup.com)

**LOANS! For .Net** - A servicing, accounting and investor tracking system for commercial, consumer and multifamily loans. The software is based on Microsoft's .Net and SQL Server technologies, and is sold under Benedict Group's Build, Buy, or BGI program. It provides sophisticated processing support from loan application through payoff or sale, including escrow processing, multi-payer subsidies, lockbox processing, ACH and GL interfaces, collections and restructuring support, image and document management, financial statement tracking and workflow management.

#### CAPITALSTREAM INC.

501 N. 34th St., Seattle, WA 98103; (800) 827-2010; fax (206) 545-9522.

Contact: *Mike Pennell,*

*vice president of marketing.*

E-mail: [info@capitalstream.com](mailto:info@capitalstream.com)

Web site: [www.capitalstream.com](http://www.capitalstream.com)

**FinanceCenter** - Provides a complete front-office platform that allows relationship managers, product specialists, credit analysts, appraisers, operations personnel, and internal and third-party service providers to collaborate more effectively. It allows a team to review, gather and analyze information at a single source. Customer-facing teams have full, secured access to customer, related party, property, appraisal, financial analysis, legal documentation, insurance, exposure, rate, credit history, balance and other information, regardless of system or file.

#### DATTAR SYSTEMS INC.

3093 Citrus Cir., Ste. 100, Walnut Creek, CA 94598; (925) 935-1735;  
fax (650) 298-9753.

Contact: *Karl Dattar, chief executive officer.*

E-mail: [info@appraisaltrac.com](mailto:info@appraisaltrac.com)

Web site: [www.appraisaltrac.com](http://www.appraisaltrac.com)

**AppraisalTrac** - Enables banks and lenders to manage bids, orders, valuations and the status of their commercial, residential and environmental appraisal processes through a single, integrated Web-based solution.

#### DEBTX

133 Federal St., 10th Fl., Boston, MA 02110;  
(617) 531-3400;

fax (617) 531-3499.

Contact: *Kingsley Greenland, president and chief executive officer.*

E-mail: [kgreenland@debt.com](mailto:kgreenland@debt.com)

Web site: [www.debt.com](http://www.debt.com)

DebtX helps financial institutions increase profitability and reduce risk by offering comprehensive loan sale advisory services that create liquidity in an institution's loan portfolio. It operates the largest online marketplace of buyers and sellers of commercial debt, and offers a variety of information services.

**DXMark** - The first objective valuation of commercial real estate portfolios based on actual secondary market loan sales.

**DXOpen** - Gives financial institutions the flexibility to self-manage the entire loan sale process through direct access to DebtX marketplace's liquidity.

#### ENVIRONMENTAL DATA RESOURCES INC.

440 Wheelers Farm Rd., Milford, CT 06460;  
(800) 352-0050;  
fax (203) 783-0302.

Contact: *David Hartmann, marketing manager.*

E-mail: [dhartmann@edrn.net](mailto:dhartmann@edrn.net)

Web site: [www.edrn.net](http://www.edrn.net)

A national provider of environmental risk management data for commercial real estate transactions. EDR's information helps financial professionals manage environmental risks and make informed commercial lending decisions. Product packages include current and historical data on both the target property and the surrounding area, high-lighting leaking underground storage tanks, landfills, generators of hazardous waste, and other environmental conditions that could affect future property or loan performance.

# Directory

## OF COMMERCIAL MORTGAGE TECHNOLOGY

Commercial Mortgage Insight<sup>®</sup>

**FICS**<sup>®</sup>

Financial Industry Computer Systems, Inc.  
Mortgage Technology Specialists<sup>™</sup>

### FICS

14285 Midway Rd., Ste. 200, Addison, TX 75001; (972) 458-8583; fax (972) 458-0863.

Contact: *Barry Malone, vice president, sales.*

E-mail: [fics@loanware.com](mailto:fics@loanware.com)

Web site: [www.loanware.com](http://www.loanware.com)

**Commercial Servicer** - Manages your servicing operation with asset management, comprehensive investor reporting (including Fannie Mae, Freddie Mac and Ginnie Mae participations), CMSA reporting, borrower and property financial tracking, detailed escrow administration, collections and delinquency control, a customized report and forms generator, import/export ODBC database tools, construction loan management and more.

**Commercial Accountant** - An optional add-on package for Commercial Servicer that offers subsidiary ledger capabilities that simplify cashflow, daily balancing and bank account reconciliation. Automates the movement of funds and distribution of transactions.

**LoanStat for Commercial Servicer** - A Web application that allows borrowers to access their commercial mortgage loan information via the lender's Web site.

### GUIDE2MORTGAGE.COM

10 W. Dover St., Easton, MD 21601; (410) 822-4033; fax (410) 822-7885.

Contact: *Chris Koch, publisher.*

E-mail: [ckoch@guide2mortgage.com](mailto:ckoch@guide2mortgage.com)

Web site: [www.guide2mortgage.com](http://www.guide2mortgage.com)

An online, professional directory of commercial real estate lenders. Using a search engine format, users can quickly search for the best commercial real estate lender for their project. Lender contact information is provided, as well as underwriting details and Web site links.

### LENDINGAPPS LLC

6351 Owensmouth Ave., Ste. 202, Woodland Hills, CA 91367; (888) 737-9977; fax (818) 704-6300.

Contact: *Peter Jonas, chief executive officer.*

E-mail: [questions@lendingapps.com](mailto:questions@lendingapps.com)

Web site: [www.lendingapps.com](http://www.lendingapps.com)

Sells desktop software to commercial and residential mortgage brokers to process loans. The software is set up by type of property and connects via a matching engine to over 100 lenders. It is a complete underwriting and reporting system. After completing the data

required by the software to submit a loan to the matching engine, clicking a button will produce a list of the lenders that match the loan requirements. The user can then click one button and remit the application to all matched lenders.

### LOAN PROTECTOR INSURANCE SERVICES

6325 Cochran Rd., Ste. 1, Solon, OH 44139; (440) 498-9367; fax (440) 498-9370.

Contact: *Ron Wiser, president.*

E-mail: [marketing@loanprotector.com](mailto:marketing@loanprotector.com)

Web site: [www.loanprotector.com](http://www.loanprotector.com)

Loan Protector is committed to using the power of technology to continually improve its products and services. Its business is helping loan servicers more effectively manage their insurance, escrow and verification processes.

### MCCRACKEN FINANCIAL SOFTWARE

8 Suburban Park Dr., Billerica, MA 01821; (978) 439-9000; fax (978) 439-9068.

Contact: *Kim Cooper, sales and marketing assistant.*

E-mail: [salesinfo@mccrackenf.com](mailto:salesinfo@mccrackenf.com)

Web site: [www.mccrackenf.com](http://www.mccrackenf.com)

McCracken's clients are leading mortgage bankers, banks, insurance companies, thrifts and government agencies. More than 80% of all commercial mortgage-backed securities and 70% of Fannie Mae and Freddie Mac multi-family loans are serviced using its solutions.

**Strategy** - A commercial loan servicing system available both as installed software and on an application service provider (ASP) basis. For clients who prefer an end-to-end solution, McCracken has an alliance with MortgageRamp to fully integrate their DealCentral Web-based origination solution with Strategy.

### MIDLAND LOAN SERVICES INC.

10851 Mastin Blvd., Fl. 7, Overland Park, KS 66210; (913) 253-9000; fax (913) 253-9001.

Contact: *Timothy A. Mazzetti, executive vice president.*

E-mail: [tmazzetti@midlandls.com](mailto:tmazzetti@midlandls.com)

Web site: [www.midlandls.com](http://www.midlandls.com)

**Enterprise!** - The first technology platform developed specifically to manage the commercial mortgage life cycle, it fully integrates loan origination, securitization, servicing and portfolio management. The browser-based system is designed around an electronic loan file architecture, wherein all data, images and reports are easily accessed.

**Shared Servicing** - Delivers Enterprise! on a

secure, hosted basis. A monthly per-loan fee includes all support and maintenance, system enhancements and disaster recovery infrastructure. It provides clients the option to outsource selected activities on a private-label basis, while retaining direct control of borrower relationships and asset management responsibilities.

### MINDBOX LLC

300 Drake's Landing, Ste. 155, Greenbrae, CA 94520; (415) 785-3050; fax (415) 785-3055.

Contact: *Paige Mazzoni, vice president, marketing.*

E-mail: [info@mindbox.com](mailto:info@mindbox.com)

Web site: [www.mindbox.com](http://www.mindbox.com)

Delivers decisioning systems that use rules- and case-based reasoning software, and provides software and consulting services that leverage best practices to deliver multi-channel applications that automate lending practices. Its technology integrates an Internet interface and other client contact channels with back-end business operations in one streamlined, efficient system that provides individually-tailored, optimized customer interactions.

### MORTGAGERAMP

7000 Central Pkwy., Ste. 800, Atlanta, GA 30328; (800) 773-4577; fax (678) 558-1144.

Contact: *Doyle C. Spears Jr., executive managing director, sales and marketing.*

E-mail: [marketing@mortgageramp.com](mailto:marketing@mortgageramp.com)

Web site: [www.mortgageramp.com](http://www.mortgageramp.com)

A provider of business-process outsourcing and technology solutions for the real estate finance industry. Whether outsourcing a specific step in the commercial or residential loan process or leveraging the firm's technology, MortgageRamp offers a complete process solution.

### OCWEN FINANCIAL CORP.

1661 Worthington Rd., Ste. 100, W. Palm Beach, FL 33409; (888) 255-1791; fax (407) 737-5813.

Contact: *Glen Stein, vice president, commercial finance.*

E-mail: [businessdevelopment@ocwen.com](mailto:businessdevelopment@ocwen.com)

Web site: [www.ocwen.com](http://www.ocwen.com)

Services performing and non-performing commercial mortgage loans for third parties worldwide by offering customized solutions to banks, investment banks, opportunity funds, insurance companies, lenders, mortgage bankers and government entities.

### PRINCETON FINANCIAL SYSTEMS

600 College Rd. East, Princeton, NJ 08540; (609) 987-2400; fax (609) 514-4786.

# Directory

OF COMMERCIAL MORTGAGE TECHNOLOGY

## Commercial Mortgage Insight<sup>®</sup>

Contact: *Kelly O'Neill, business development associate.*

E-mail: [info@pfs.com](mailto:info@pfs.com)

Web site: [www.pfs.com](http://www.pfs.com)

### ***PAM for Mortgages (PAMmort)*** -

Gives investors the tools to service, manage and account for their mortgage portfolio, from commitment to disposition. It includes real-time and "as-of" online queries, automated payment processing, multiple accounting bases, escrow analysis, commitment tracking and an open architecture that allows interfacing with third-party systems. It allows the handling of simple-level pay loans to complex deal structures, and it is available through a traditional license or the ePAM ASP environment.

### **SS&C TECHNOLOGIES INC.**

80 Lambertson Rd., Windsor, CT 06095; (860) 298-4500; fax (860) 298-4987.

Contact: *John F. Stone, vice president.*

E-mail: [jstone@sscinc.com](mailto:jstone@sscinc.com)

Web site: [www.ssctech.com](http://www.ssctech.com)

***LMS Loan Suite (LMS)*** - A single database application that provides comprehensive loan management throughout the life cycle.

Eliminates the disparity, dual entry, loss of information and imperfect processing that occurs when using separate loan origination and servicing systems. Provides front- and back-office efficiencies, enabling companies to focus on investment strategies, achieving production goals and proactively managing assets while mitigating investment risks.

### **US PROPERTY & APPRAISAL SERVICES**

P.O. Box 16490, Pittsburgh, PA 15242; (800) 837-8450; fax (800) 837-8445.

Contact: *Mandana Nurge, national account representative.*

E-mail: [sales@uspa.com](mailto:sales@uspa.com)

Web site: [www.uspa.com](http://www.uspa.com)

A nationwide source for commercial and residential appraisal, title and settlement services. It manages a panel of independent contractor/certified general appraisers and performs an administrative screenig review of each appraisal and evaluation. ●