

Project Objective

Develop a customizable web application to assist with the appraisal process by implementing workflow management, process automation, reporting, systems integration, and document generation.

Project Description

The system is intended to be an all-inclusive tracking system for appraisals from start to finish. Loan officers can input new appraisal service requests directly into the system or upload existing standardized forms which can then be imported into the new system for use. Once in the system a task is created to complete details about the project and prepare the file for bid requests. Appraisers are selected and an email is sent out prompting a request along with a link to a webpage to accept or decline an offer along with specifics about when it can be completed and at what cost. As bids come in users are notified via email and can quickly review them and ultimately choose which company and appraiser to engage. Details regarding the engagement letter are entered and then the letter is generated and sent off to the appraiser. Upon appraisal completion the appraisal is uploaded and the review begins and details are captured into the system. During the entire process the log is available to search across all appraisals and track comments and issues. Reminders and notifications are configured to remind users of outstanding tasks and ultimately escalating issues to superiors or alternates. Reporting is available to get an overview of outstanding appraisals, tasks by user, concentration of appraisals by region. Integration with loan origination systems, customer relationship management, or any existing dataset is possible. Reports can be generated on the screen, in Excel, as PDFs, or in Word files.

Technical Overview

The web application is built using Microsoft's Silverlight 4 and can be installed to any Windows Server running IIS6 and above. The web application can be accessed using a browser or launched from the desktop once installed. The data is stored in Microsoft SQL Server 2005 and is accessed via WCF services. Intranet clients can use Windows Authentication to login and external clients may access the website through forms authentication or anonymously. Using a SQL Server backend, data from various sources can be imported and homogenized once or on a schedule.