

# Lender Processing Services Streamlines Monitoring, Validates Application Availability

Lender Processing Services (LPS), which spun out of Fidelity National Information Services in 2008, is the nation's leading provider of mortgage processing services, settlement services, mortgage performance analytics and default solutions. More than 1,000 financial institutions - including 39 of the nation's top 50 largest banks - rely on LPS' comprehensive performance technology, data and services to power their businesses and succeed in today's competitive marketplace.

## THE CHALLENGE

LPS was looking for a new corporate solution to ensure the technology they used to manage web applications kept them ahead of the technology curve. LPS developed a requirements document to show the minimum requirements any replacement program would need straight out of the box. LPS realized, as web applications were rolled out to consumers, it was imperative to be able to monitor the applications from an end-user perspective.

"With the barrage of refinancing, and the competitiveness in the financial and banking industries, providing high-quality, high availability for new online applications is extremely important to our customers," said John Richardson, Software & Process Improvement Manager for LPS. "For our clients, if their consumers can't access the information they need, they'll just go somewhere else."

During LPS' 18-month evaluation process, it reviewed many software companies that touted web application monitoring but could not meet its requirement to perform a proof of concept test. For the test, each vendor would install, configure and show what their product could offer. One of the most technical requirements was the use of an actual web browser engine - meaning all aspects of the web application would be

exercised, including certificates, JavaScript and Java. The results would then be validated to ensure the web application was functioning properly.

## THE SOLUTION

After considering several application management products, LPS selected Reveille Software's Reveille EPM.

"Reveille EPM is exceptional because it can initiate tests and assist in pinpointing the root cause of a problem as it records and stores the actual HTML rendered at the onset of the issue," said Richardson. "This gave the support organizations the ability to actually 'see' what the error message was. Reveille EPM was also unique in that it was the only solution that could monitor and test through the proprietary applications on LPS' CICS platform."

Reveille EPM's agentless design allowed LPS to deploy the product quickly with minimal disruption. Reveille EPM monitored application availability and data integrity immediately, while proactively isolating and assessing application and underlying component failures. The solution also has an easily understood, browser-based, service-level reporting of key service metrics, which provided valuable functionality at a lower cost than any competing application management solution, guaranteeing LPS a quick ROI.



## HIGHLIGHTS

- Reduced customer problem calls
- Full implementation completed in less than scheduled time
- Immediate notifications of issues results in lowered outage times and less resources

*The support and commitment from Reveille is fantastic, and not a day goes by that the product is not adding a tremendous amount of value.*

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## THE RESULTS

LPS' executives have been very satisfied with the product. The full Reveille EPM implementation was achieved in less than three weeks. Integration was seamless, as Reveille EPM events easily integrated with the Manager of Managers, Tivoli's TEC Console. Reveille EPM was able to quickly close the gaps in application communication and fill response time requirements measuring.

Reveille EPM's online, web accessible, open database architecture also helps LPS create its own response time reports. The solution provides hands-off service once the specifications are loaded and it is up and running.

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Reveille EPM immediately locates monitored web application problems, and passes the alerts to the Network Operations Console and pagers – usually before a consumer realizes there was a system problem. LPS and its customers have recognized the benefit of this immediate notification as customer facing web applications have lower outage times and because the additional information provided reduces the number of resources needed to locate and fix technical problems. Customer problem calls are reduced and LPS' team can take comfort knowing that Reveille is working behind the scenes to make consumer access to technology seamless and smooth.

By observing abnormal behaviors, taking real-time action and consolidating data into consumable information, Reveille EPM has become a valuable asset to LPS and its customers.

## ABOUT LENDER PROCESSING SERVICES

Lender Processing Services, Inc. (LPS) is a leading provider of integrated technology and services to the mortgage industry. LPS offers solutions that span the mortgage continuum, including lead generation, origination, workflow automation (Desktop), servicing, portfolio retention and default, augmented by the company's award-winning customer support and professional services.

## ABOUT REVEILLE

Reveille Software™ is the provider of the most widely used experience and performance management (EPM) solution for enterprise content management (ECM) applications. Used by more than 270 companies, including GSK, T-Mobile and Chase, Reveille EPM helps companies ensure business-critical applications perform at peak efficiency and availability – without application babysitting. Reveille EPM proactively monitors user experience, application processes and business metrics to diagnose and repair failures before end-users experience delay.

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