

McCRACKEN ADVISORY COUNCIL

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Quarterly Meeting Summary – April 18, 2023, 4:00 pm ET

Agenda:

- Release Update
 - Release 20
 - Release 20A
 - SOFR Patch
- Update on Strategy 2.0

Customers Attending:

Berkadia Commercial Mortgage	Lument
Capital One	McCracken
CBRE	NCB
Chase	PGIM
Columbia Management	Virginia Housing
ColumbiaNational Real Estate Finance	Wells Fargo
Community Loan Services	McCracken staff
KeyBank	

Welcome – Denise Pappu – Wells Fargo Bank

Denise Pappu, the MAC Board Chairperson, welcomed everyone and thanked everyone for attending and turned the meeting over to Denise Ross for an update on McCracken Releases before moving forward with the demonstration of Strategy 2.0's Loan Administration module.

Release Updates – Denise Ross/Frank McCracken - McCracken

Release 20

Release 20 is going well. There is a lot of activity with customers making plans to upgrade and testing Release 20.

Release 20A

Release 20A is pending. We were planning for an April/May timeframe, but we are holding the release and reevaluating a release date as there have been some recent items come up that may impact the delivery of the release. Content in Release 20A continues to be added to the Work in Process listing on our website. While Release 20A is not a large release, there are quite a few enhancements and fixes

included in the release. We will continue to update the WIP list and website as we move toward the release.

One of the items that we are evaluating for Release 20A is the recent Freddie Mac announcement of a change to combine several reports together with the requirement going into production in 2023.

As we complete our evaluation, we will provide you with a timeline for your planning purposes, but expect the release to be at least late summer.

SOFR Patch

Based on the Fed final ruling at the eleventh hour, there were some changes to how rounding needed to work on loans transitioning from LIBOR to SOFR. We provided an enhancement that will support the rounding of the SOFR comparable term index + the spread adjustment. If you think you may need this patch and have not yet requested it from Customer Support, please let them know. Documentation regarding the change is on the [website](#).

Strategy 2.0 – Denise Ross/Frank McCracken - McCracken

Denise Ross reminded everyone that Strategy 2.0 is a complete rewrite of the Strategy interface with the Portal, Green Screen options, and Strategy CS all available from one web based interface using a new technology stack to provide a great user experience.

If someone is interested in reviewing the technologies used, there are videos out on the website that cover the [technologies](#).

James Caron demonstrated the new modern interface that preserves the navigation of the existing product, while leveraging web conventions and a meta data layer to provide a similar user experience while taking advantage of web technologies to improve the experience.

- Not just for desktops anymore. Application will resize to view on tablets or phones as well as desktops.
- Portal applications and Strategy CS Loan Administration's tabs and left hand panel options are all available from the same left hand menu on the screen.
 - A Tools menu provides access to toolbar items
 - Right mouse options are not supported for tablets, etc. so they are now available from a vertical ellipsis menu on each screen.
- Business rules and field descriptions are available right on screen.
 - Question posed via chat during the meeting - 'Will customers be able to add their own business rules to the system'. This request has been added to the plan, but we have not added it to the product yet, but we are planning to incorporate it into the product in the future.
- Immediate feedback on data entry, to ensure the data entered is correct and complete. The interface evaluates a field value as soon as it's entered and when needed displays a message stating why the value isn't value. Messages are clearer and are presented immediately instead of having to wait until you hit OK or Apply.
- Strategy 2.0 also has an Integrated data dictionary available for each screen in the system. The dictionary is searchable and downloadable.
- EASI (Entry Assistant) to allow companies to develop their process and procedures as an integrated tool to walk customers through screens showing what fields to change. Users can view the included documentation as they go through the steps.

- You can make your own EASI templates by recording the entry steps, going to the screens you need and clicking the fields to use and adding the documentation step by step. Once the steps are complete you save the EASI template with a name and detailed description to identify the different templates and determine who can use and change the template.
- McCracken will be providing some EASI templates that you can use or copy and edit to fit your organization's needs.
- We see EASI as a way to train new users, and to assist your seasoned and power users to be more productive, and provide consistency of processing.

If you missed the meeting, you can view a similar demonstration on our [website](#).

Questions asked after the demo:

Is there a way to make the words bigger? With the web browser you can reset the zoom to increase the view.

Will the new interface have any impact on our feeds to downstream systems? No, Strategy 2.0 is a new interface, not the backend / database perspective so any downstream feeds should continue to work as they do now.

Can you run with multiple sessions? Yes, you can just open another browser window and sign in again.

There was a question about using IBM Query (Green Screen Query) and for those of you that use Query, that is not going away. However, you will no longer access any core Strategy functionality from Green Screen menus.

Will customers be able to add their own business rules to the system? This request has been added to the plan, but we have not added it to the product yet, but we are planning to incorporate it into the product in the future.

Strategy 2.0 Sandbox

McCracken is opening a sandbox up to the MAC Director's organizations in May to allow them to 'play' with the interface and see what they think of the layout, navigation, tools, and what they like/don't like. Once we have that feedback we can move forward with any adjustments with other modules. A broader sandbox will be offered to all customers in the future. We will share any feedback we receive with everyone in future meetings.

McCracken is also seriously looking at allowing you to take the modules as they are ready rather than waiting for the entire application to be rewritten. More to come as we define our deployment strategies.

2023 McCracken Customer Conference

Save the date notices went out but here is a reminder that the 2023 McCracken Customer Conference is scheduled for September 17-20th, 2023 at the Boston Westin Copley Place. Watch the website for more information coming soon!

Thank you all for attending. The next meeting is July 18th, at 4:00 pm ET