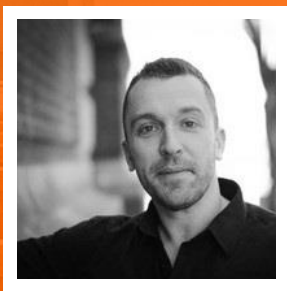




WEBINAR SERIES

STRATEGY 2.0 Update & Demo Webinar

Meet the team.



Anthony Villa

Managing Director of Marketing & Sales

Anthony.villa@mccrackenfs.com



James Caron

Lead Developer

Before we begin, a few reminders.



Submit your
questions anytime.



We'll send you
the recording.



Complete the
survey.

Our agenda.

1. The customer benefits of moving STRATEGY CS to the web
2. STRATEGY 2.0 sandbox feedback from customers
3. Demo of new enhancements to the STRATEGY 2.0 user interface
4. Demo sneak peek of web-based Escrow functionality
5. STRATEGY 2.0 next steps

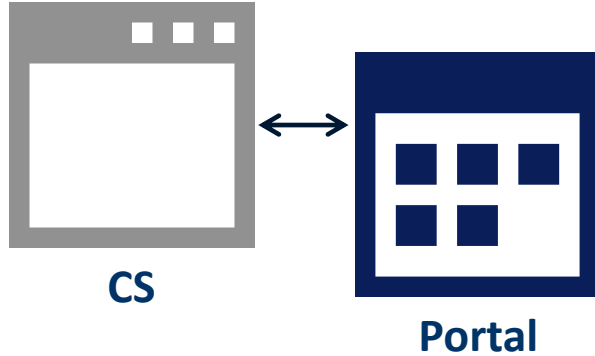
SECTION 1



The customer benefits of
moving STRATEGY CS to the
web

Our journey to unparalleled servicing system automation

Current State



- 2 integrated interfaces
- Continued CS migration to the web portal

Future State (2024)



- New single interface
- Mobile compatibility
- Metadata to inform and simplify field population
- Rapid release deployment
- Improved API capabilities

Optimum State



- AI-enabled
- Predictive field population
- Continuous user training through instant feedback
- Reduced data entry in STRATEGY

IN PROGRESS

Benefits of STRATEGY 2.0

Installation

Instantly push out enhancements, reduce installation burden on customers, no additional cost

User Interface

Modernized user interface, more intuitive for new users, minimal retraining for current users

User Experience

Improve user productivity by guiding data entry for each transaction (EASI, Embedded Help System, Data Dictionary)

Technology

State of the art web application using modernized tech stack, mobile-friendly, simpler API integrations with your other systems

SECTION 2



STRATEGY 2.0 sandbox
feedback from customers

Sandbox Methodology

- The goals of the STRATEGY 2.0 sandbox environment were to:
 - Provide MAC Directors that volunteered hands-on access to the STRATEGY 2.0 interface and loan administration functionality
 - Gather their feedback on the overall experience of using STRATEGY 2.0
- The streamlined process was:
 - Product Demonstration & Basic Training
 - User Testing
 - Feedback collection & assessment
 - Development enhancements

Customer Feedback & Enhancements

- **Readability**

- Increased font size
- Larger field size
- Slightly increase spacing between fields
- Increased contrast
 - ✦ Darker font, lighter background
 - ✦ Darker contrast background to add depth

- **Navigation**

- Reordered menu to Strategy CS order

- **Configuration to suit individual user preferences**

- Added font size and dark mode configuration options

SECTION 3 & 4

Demo of new enhancements
to the STRATEGY 2.0 user
interface & Escrow
functionality



Interested in participating in Round 2 of the STRATEGY 2.0 Sandbox?

- Email your organization's interest in participating to anthony.villa@mccrackenfs.com and include:
 - Full name and title of each user that will participate
- Deadline to submit your interest is November 30th 2023
- Communication to participants about Sandbox Round 2 will start in early 2024



Thank you for attending our webinar. Don't forget to:



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you'd like to learn more.**