

DATA | TECHNOLOGY | TALENT

to reduce costs, increase productivity, and mitigate risk in service operations

Fast, easy-to-implement solutions designed to generate immediate returns and decrease your expenses up to 50%

- AIS is a Texas-based professional services and technology company that significantly reduces operating costs, improves compliance and mitigates risk through automation and highly skilled talent
- We focus on doing the work correctly the first time, maintaining a 99.4% accuracy rating across all processes
- We support our clients in four primary areas:



Managed Services

As an extension of your team, we dedicate resources to manage your service, fulfillment and admin processes from start to finish.



Process Automation

We utilize our team of software engineers to build RPA and integrated workflow solutions to increase controls and further optimize your scalability.



Staff Augmentation

We recruit and allocate specialized talent to fill immediate gaps for full-time or project-based staffing requirements.



Data & Analytics

We equip decision makers with deep data sets to make smarter business decisions and create better customer experiences.

**3 OF THE
TOP 8**
BANKING INSTITUTIONS

**4 OF THE
TOP 10**
MORTGAGE SERVICERS

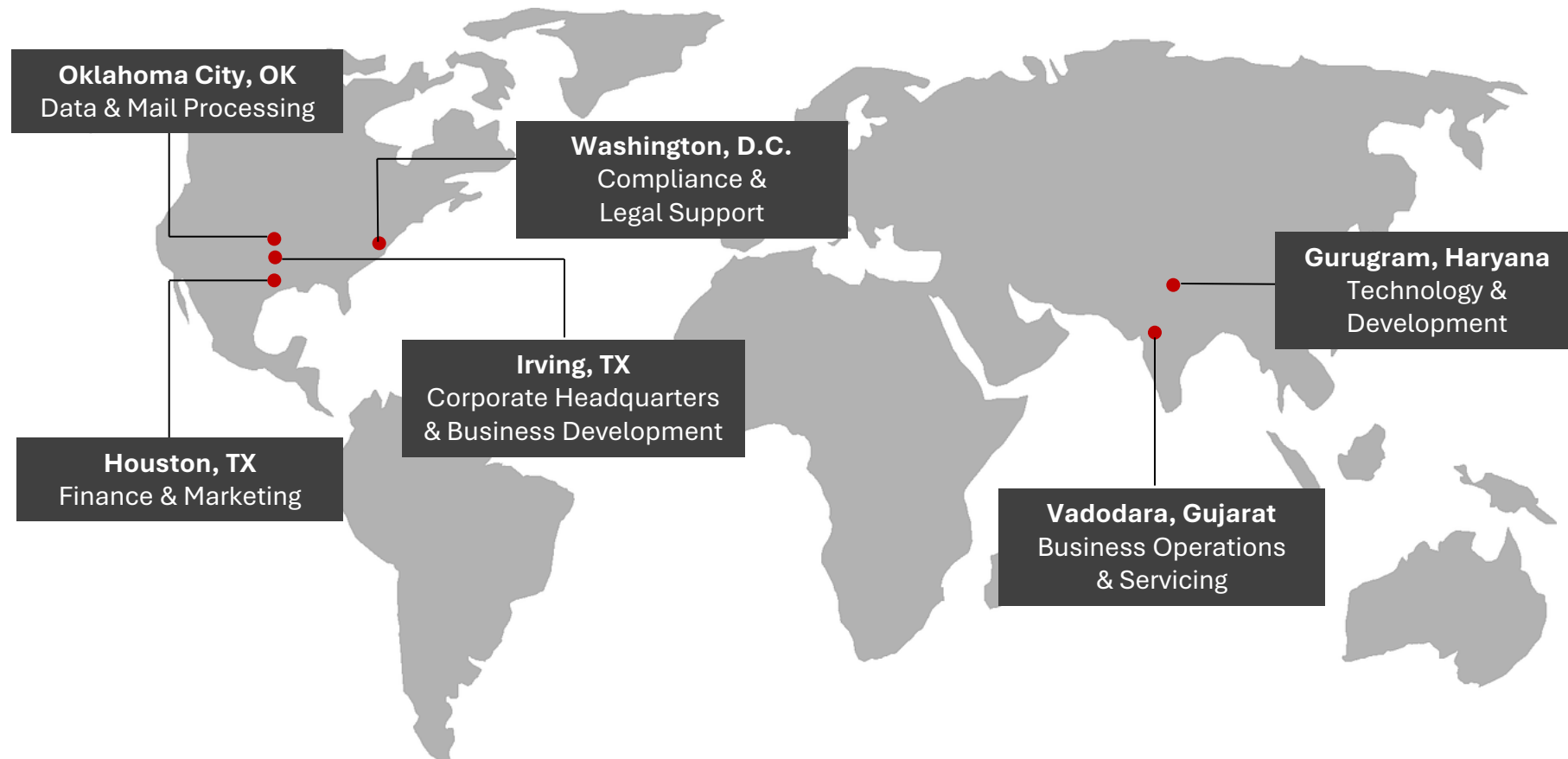
**6 OF THE
TOP 10**
AUTOMOTIVE LENDERS





**3 OF THE
TOP 5**
TELECOM PROVIDERS









24/7 Client Support – 1,000+ AIS Employees

All facilities are AIS-owned



 <p>PERFORMING LOAN SERVICING</p> <ul style="list-style-type: none">- Loan boarding and verification- Escrow management- Lien release and assignment- Document collection & indexing	 <p>QUALITY CONTROL / RISK ASSESSMENT</p> <ul style="list-style-type: none">- Adjustable-Rate Mortgage (ARM) validation- Loan modification validation- Property preservation/ Inspection validation- Lien release validation
 <p>BANKRUPTCY ACCOUNT MANAGEMENT</p> <ul style="list-style-type: none">- New filing notification and case disposition- Docket event monitoring- Document prep and court filings- Audits and reconciliations	 <p>PROCESS AUTOMATION</p> <ul style="list-style-type: none">- Document data extraction (OCR)- Payment history file conversion (txt to xls/PDF)- Prior servicer comments history data reformat (split large data sets into loan-based PDFs)

 <p>BANKRUPTCY ACCOUNT MANAGEMENT</p> <ul style="list-style-type: none">- End-to-End Servicing- Data - BK Notification & Docket Monitoring- Legal Support: Motions, Objections, etc.	 <p>DEFAULT SERVICES</p> <ul style="list-style-type: none">- Loss Mitigation- Affidavit Support & Processing- SCRA
 <p>POST-BANKRUPTCY SERVICES</p> <ul style="list-style-type: none">- Repossession Support- Charge-off support services- Call Center	 <p>DECEASED ACCOUNT MANAGEMENT</p> <ul style="list-style-type: none">- Data - Deceased Notification- Probate Services- Transfer of Lease Obligations (TOLO)
 <p>RECOVERY SUPPORT SERVICES</p> <ul style="list-style-type: none">- Title release services- Document request from customers- Customer relationship management (CRM)	 <p>LOAN ADMINISTRATION</p> <ul style="list-style-type: none">- Document Indexing & Data Collection- Loan Boarding & Setup- Quality Control & Compliance











BANKRUPTCY ACCOUNT MANAGEMENT

- New filing notification and case disposition
- Docket event monitoring
- Bankruptcy mail processing
- AIS Online – Case research and court documents
- Proof of Claim preparation and filing
- Transfer & Amendment of Claims
- Bankruptcy/Trustee payment processing



DECEASED ACCOUNT MANAGEMENT

- Deceased Notification
- AIS Online – Deceased lookups and research
- Probate Services

 <p>DEPOSITS</p> <ul style="list-style-type: none">- Cash Balancing & Reconciliation- ATM Deposit Review- Unposted Item Review	 <p>TREASURY OPS</p> <ul style="list-style-type: none">- Positive Pay Pre-Scrub- Lockbox Item Processing- Payment Processing
 <p>LOAN OPS</p> <ul style="list-style-type: none">- Participation Accounting- Loan Accounting Booking- Collateral Management	 <p>FINANCE</p> <ul style="list-style-type: none">- Invoice Processing & QC- GL Account Reconciliation- Clearing Account Reconciliation
 <p>MORTGAGE</p> <ul style="list-style-type: none">- Document Alert Response- Document Imaging & Indexing- Booking Sheet Preparation & Review	 <p>SHARED SERVICES</p> <ul style="list-style-type: none">- Invoices - Operations- Deposit Document Indexing- Imaging Sweep
 <p>CREDIT/ RISK MANAGEMENT</p> <ul style="list-style-type: none">- Fraud Alert Response- Dispute Processing- Fraud Rules Management	 <p>CREDIT ADMINISTRATION</p> <ul style="list-style-type: none">- Financial Statement Spreading

Streamline your operations and increase efficiencies with customized, software robotics

AIS operations experts, process engineers and technical teams develop and maintain bots that sit on top of your core systems.



Once we review and identify your RPA-eligible processes, we will:

- Utilize UiPath and other leading RPA suites
- Develop RPA solution at no upfront cost
- If satisfied, you only pay unit processing or licensing fee



First, AIS assigns manual processors to perform the work “as-is” while gaining deeper understanding of your processes.

Next, our skilled automation experts develop bot workflows wherever automation is the right fit for your processes.

This method brings you several benefits over the traditional “automation-only” or “staffing-only” models of business process support:

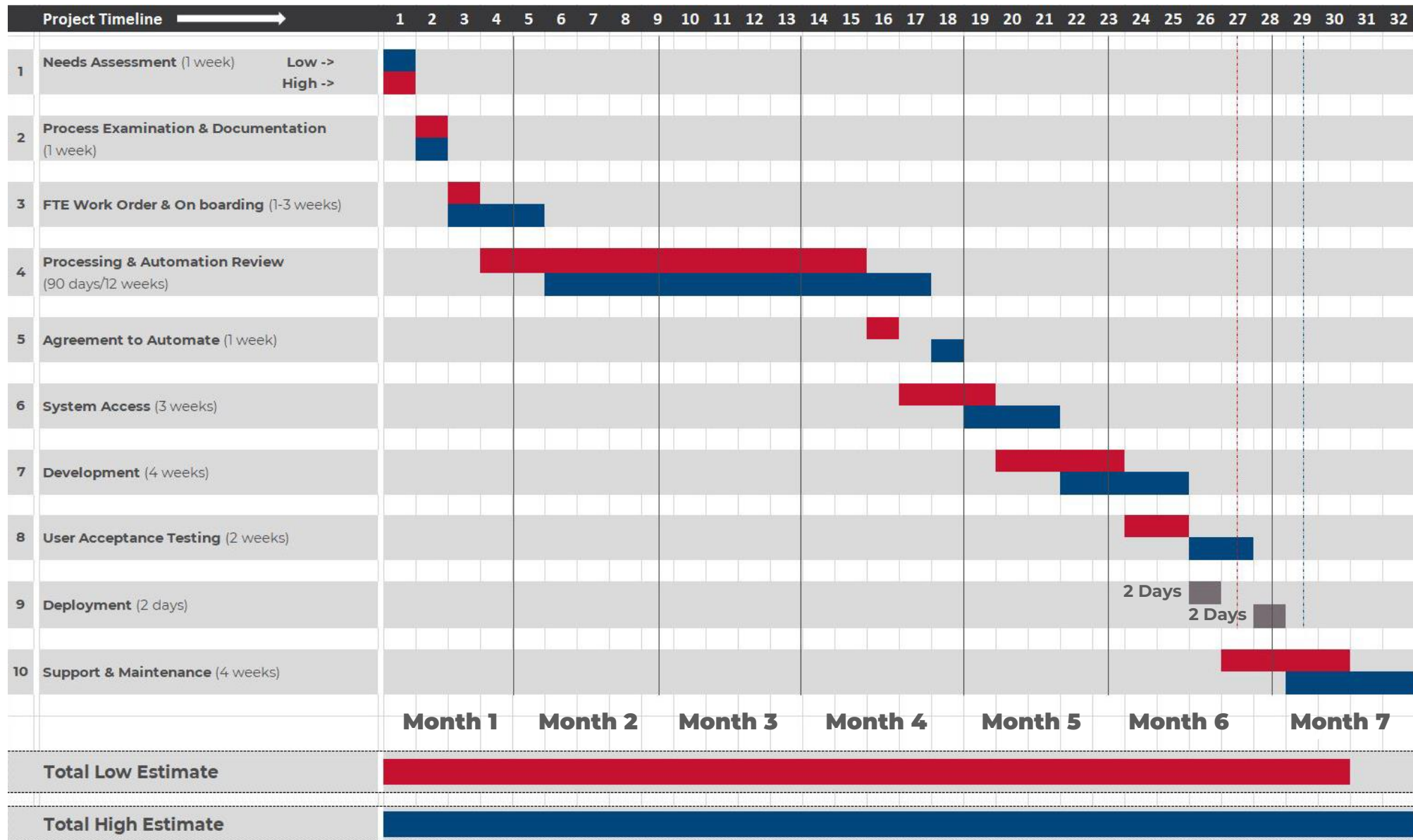
- Provides immediate support to processes via Managed Service
- Reduces training burden on client after initial process walkthrough
- “Crawl, Walk, Run” allows deeper insight into processes before automating
- Offers testing support to developers during automation build
- Staff expertise can be used for Quality Control, once bot is deployed
- Trained processors can continue working in other areas of your business



CLIENT ENGAGEMENT ROADMAP

- Step 1: Needs Assessment**
- Step 2: Process Examination & Documentation**
- Step 3: Work Order & Onboarding**
- Step 4: Hands-on Processing & Automation Review**
- Step 5: Agreement to Automate**
- Step 6: System Access**
- Step 7: Development**
- Step 8: User Acceptance Testing**
- Step 9: Deployment**
- Step 10: Support & Maintenance**

AUTOMATION ENGAGEMENT TIMELINE



Fill technology and operations gaps with specialized talent for half of your current costs.

AIS resources come equipped with essential expertise and skill sets, ready to integrate seamlessly into your team

SOFTWARE & APPLICATION DEVELOPMENT

- Software Developer Java, .Net, RPA, SQL, Salesforce
- Software Quality Assurance
- Software Project Manager
- Data Scientist

NETWORKING & CLOUD

- Network Operations Center (NOC) Engineer
- Network Operations Center (NOC) Manager

HELP DESK & SUPPORT

- Service Desk Engineer
- Service Desk Manager

INFORMATION SECURITY

- Information Systems Security Manager

GENERAL OPERATIONS

- Quality Control Specialist
- Business Intelligence Analyst
- Operations Specialist
- Operations Team Lead

ACCOUNTING OPERATIONS

- AP/AR Specialist
- AP/AR Manager
- Billing Specialist
- Payroll Specialist
- Payroll Coordinator

FINANCIAL & BUDGET ANALYSIS

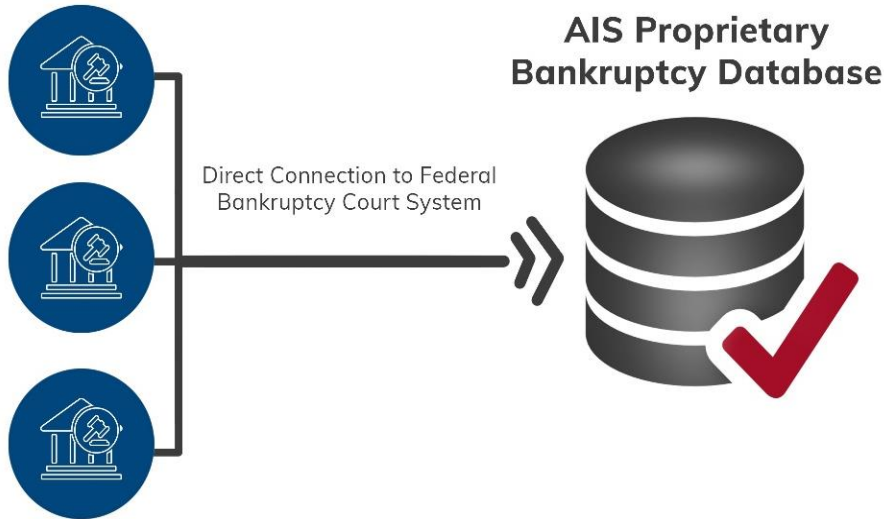
- Analyst
- Sr. Analyst
- Manager

PROCESS ENGINEERING & DOCUMENTATION

- Business Transformation Analyst
- Business Transformation Sr. Analyst
- Business Transformation Lead
- Business Transformation Manager

Make critical business decisions and ensure compliance when managing customer portfolios

AIS's industry-leading public record databases provide daily notifications for timely and accurate statusing of your accounts/loans.



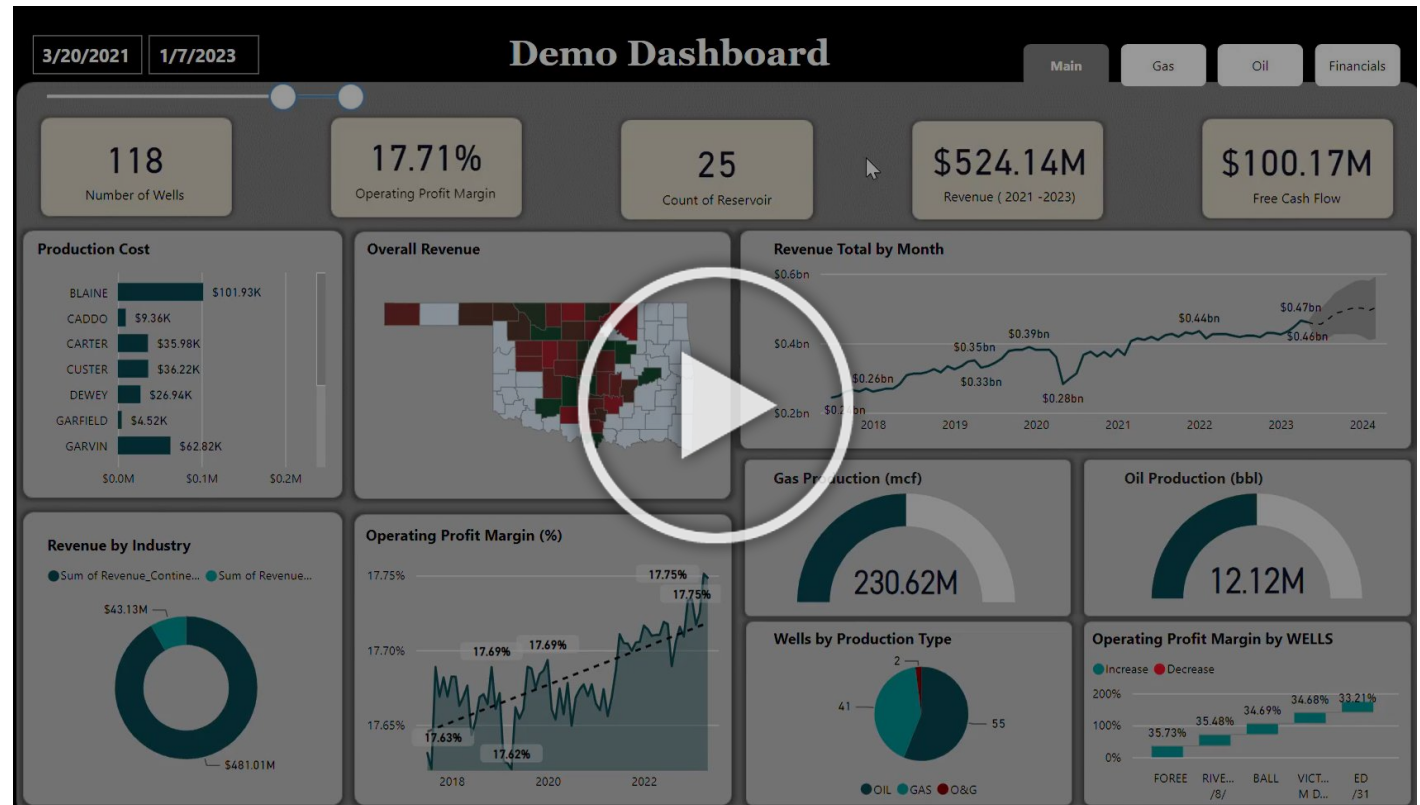
- Daily retrieval of all new filings and updates to cases in progress
- We capture **EVERY** docket entry, on **EVERY** case, **EVERY** day
- We retrieve case status, court documents, debtor, attorney, and trustee information



- Covers 98% of annual deaths reported by the Centers for Disease Control (CDC)
- 89% of records are collected within 2 weeks of Date of Death
- Records are appended with unique social security numbers

Using Microsoft's Power BI platform, AIS builds custom, interactive dashboards so you can visualize and navigate the complexities of your business data.

We seamlessly integrate data from multiple sources, connecting with basic Excel spreadsheets or bringing together more sophisticated cloud-based and on-premises data warehouses.













IT and Information Security Team Credentials

All AIS servers are U.S. based
 AIS is audited monthly by major financial institutions
 Network and Server Engineers average 20 years of experience
 Service Desk Engineers average 5 years of experience





PERIMETER SECURITY

- NSA6600 Firewalls in HA
- Intrusion prevention system
- Antivirus scanning for all data incoming and outgoing
- Segregated & secured networks for Servers and desktops/LAN
- Controlled access to Internet
- Secured remote access
- 2FA and device whitelist for SSL VPN connection

SERVER SECURITY

- Trend Micro APEX ONE on all servers
- Limited and controlled access
- Data stored on Self Encrypting Fail-Safe Hard disk drive array
- Engine UEM for security patch updates
- HIDS From WAZUH

DATA SECURITY

- SOC 1 and SOC 2 certified
- Replicated data centers, dedicated 10 Gbps link
- Encrypted Data Transfer
- Secure Tunnels

EMAILS / DESKTOP / LAPTOP SECURITY

- MFA for MS365
- SPAM and content filter
- Enforced antivirus scanning
- Hardened endpoints, USB blocked, BitLocker encrypted
- Manage Engine UEM Endpoint management
- Remote Wipe of endpoint

AUDIT & COMPLIANCE

- Scheduled scans by Qualys Guard PCI DSS
- Penetration testing and Vulnerability Analysis
- Periodic internal audits

IT INFRASTRUCTURE & ACCESS CONTROL

- State of art fully redundant High availability PURE SSD Storage with SED
- No WiFi to production servers
- Building access via proximity access control system and 24x7 CCTV recordings
- Data center protected by additional scare alarm system wired to Police. Auto activation during weekends and non- business hours
- Motion detection in Data centers
- Fire alarms, redundant HVAC, UPS & Generator power, Water leak detection
- Dedicated Network Operations Center (NOC)

IT MANAGEMENT & BACKUP

- Zabbix, Manage Engine & PRTG in NOC
- Redgate SQL Backups
- AppAssure for File Server backups
- GitHub for software code backups

AIS is a professional services and technology company that reduces operating costs, improves compliance and mitigates risk through automation and highly skilled talent.

Our clients see us as a strategic partner that manages the day-to-day work so they can focus on growing their business

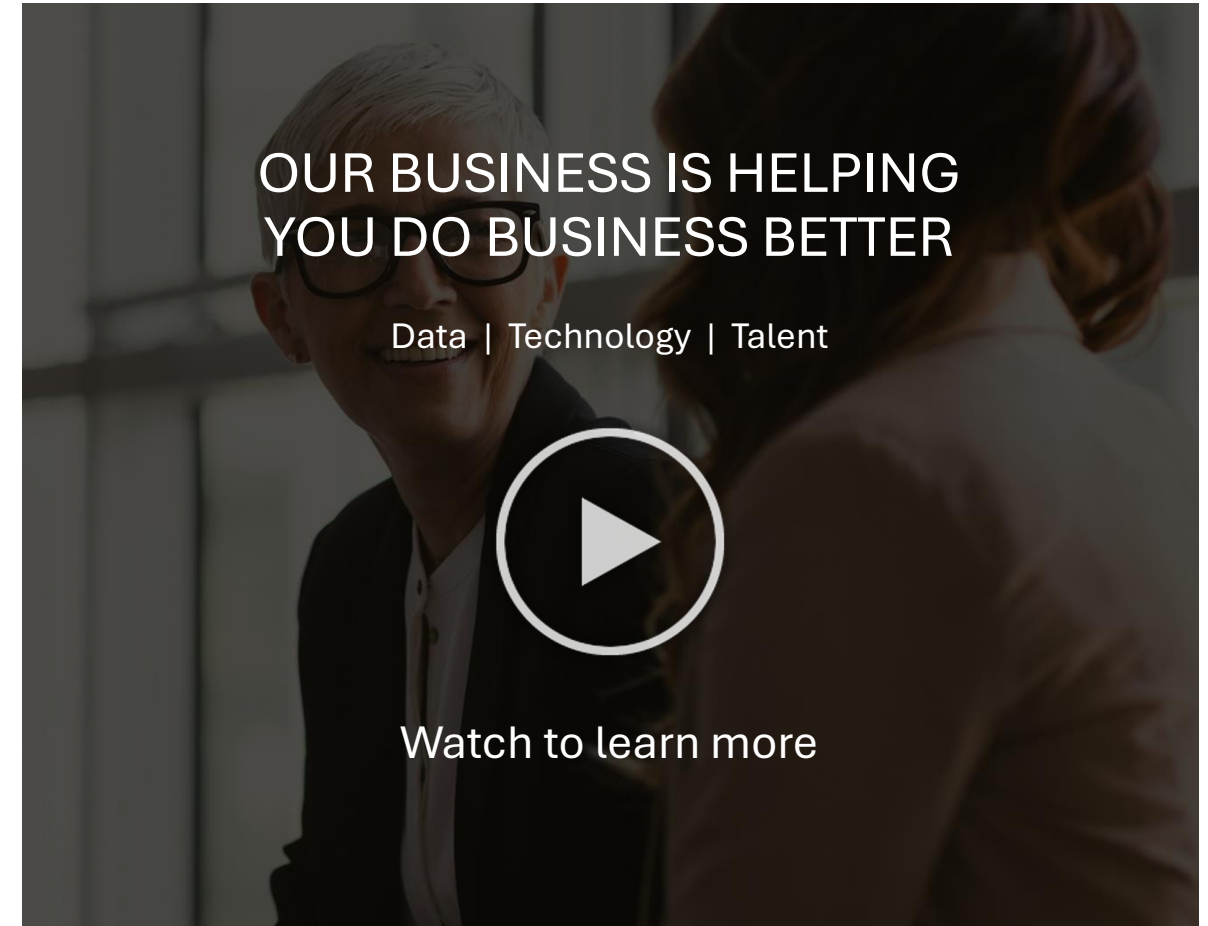
We review your processes, eliminate inefficiencies, and help your teams work smarter and faster.

We build and deploy technology to automate and increase controls in your back-office.

We recruit, train, and manage specialized human resources to meet your immediate staffing needs and increase your organizational bandwidth.

We equip decision makers with deep data sets and forward-thinking analytics so they can make smarter business decisions and create better customer experiences.

We serve a variety of industries including banking, mortgage, automotive finance, credit card, insurance and telecom.



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