Session 9 Questions and Answers

Recordings can be viewed at https://www.meridianlink.com/events/user-forum-2020

Session 9 - Powering your Command Center with MLX Insight

See how MLX Insight harnesses the power of big data and leading BI technology to enable clients to better drive decision making, set actionable data-oriented strategies, and accelerate tangible results. Listen to one of your peers share how putting MLX Insight at the core of their command center has helped achieve greater growth and efficiency in a contracting market.

Q. Can data be exported to CRM or other services?	A. Yes, data can be exported from MLX Insight in the form of an .XLSX file and loaded into any other database.
Q. Can data extraction be automated?	A. The back-end data and the dashboard update automatically. The extraction of the data from those dashboards cannot be automated through MLXI. We are working on developing an API option available later this year.
Q. Can we automate reports and save them to a network drive?	A. All the reporting and dashboarding in MLXI is fully automated. You can extract stagnant reporting to any location or create dynamic presentation versions that automatically update.
Q. Can you pull in other offline portfolios that are not in Core?	A. This is a feature we are hoping to release toward the end of Q3; the ability to upload disparate data sets for visualization in MLX Insight. This is something we are working on now with a handful of clients.

Q. Are the speakers using this product to track service level agreements with their underwriting teams?	A. Yes, they track service levels across various degrees of granularity, branch, product, credit tier, teams, and even individual underwriters on those teams. The SLA's are tracked daily, weekly, monthly, etc.
Q. If you implement this product now, how far back into your data can you go? Does this pull XpressAccounts (XA) information as well?	A. Your data is pulled in going back to your first day on LoansPQ (LPQ)/XA. We have clients on the platform with data going back to 2007.
Q. Can you limit the age of the credit report data when pulling lists for marketing?	A. Yes, there is a date field indicating when the report was pulled. You can filter this field or an age calculation using this field across any section of the application, including lead lists for marketing.
Q. Does the credit report refresh ever so often or only the data from when the account or loan was opened?	A. The data comes from the account file when the record was opened. We will be looking for a couple of clients to partner with to integrate refreshes with the bureaus.
Q. I noticed core information may potentially be added, how will this work?	A. In its simplest form, clients will be able to upload structured data files from their Core for visualization and analysis in MLX Insight. The core data will be joined/merged with the LOS data for full-funnel analysis.
Q. Is this service hosted or on-prem?	A. This solution is currently available to clients where MeridianLink hosts LPQ/XA. We have several big data technologies and processes that we have scaled to offer this product for a discount. This would cost hundreds of thousands to duplicate for each on-prem client. We aim to explore the concept of a larger data transfer process to offer the solution to on-prem or self-hosted clients in the future.
Q. Are you able publish dashboards directly to SharePoint?	A. Yes. Dashboards and reports can be extracted or copied to any location.
Q. Is this your sole source of loan portfolio analysis and performance or do you have other sources that connect to a data warehouse?	A. MLX Insight is built on top of several databases, both structured and non-structured. The tool accesses these data sources to render the analysis offered to users. These data sources are expanding to include other industry user-specific requests.
Does this affect LPQ site performance the same way running large reports during business hours does?	A.No, the data is normalized, structured, and stored separately specifically for analytics and insights. Users can access all their data without having any impact on LPQ performance.