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AVISTA SOLUTIONS WINS MORTGAGE TECHNOLOGY'S HELP DESK AWARD

Company raises the bar for customer service and technology support with custom-designed customer service technology, industry-experienced staff and timely software revisions

Boston, MA—October 15, 2007—Avista Solutions, a leader in web-based mortgage loan origination software, has recently been granted Mortgage Technology magazine's Help Desk Award in recognition for the company's outstanding customer service and technical support.

The foundation of Avista's award-winning customer service and technical support is rooted in AvistaFlow, the company's proprietary workflow technology system that allows internal Avista employees as well as Avista customers to report, track and communicate on every single customer service issue, all through a secure online web portal. The solution empowers customers to track their technology questions and issues online, and enables Avista employees to easily track every issue that's submitted to its customer service and technical support divisions. In short, AvistaFlow is a high technology, reliable and organized means to communicate and track each step in the process of resolving both internal and external issues, so issues never get lost or ignored.

"To say that we take customer service and technical support seriously would be an understatement," says Mark Phlieger, CEO of Avista Solutions. "The fact is, both customer service and technical support are so important to us that we created AvistaFlow, our own custom-designed technology, so that we could be absolutely certain that we're addressing the specific issues that matter to our customers. Customers want to be heard, and they want their issues solved in the fastest, most efficient and convenient way possible. Thanks to AvistaFlow, we can make sure that every technical issue is logged, tracked and resolved, while also giving the customer the power to stay involved in the process. That combination results in less frustration and more efficiency. Our customers really appreciate that kind of solution."

Avista also hires and employs customer service representatives with actual mortgage industry experience—as processors, underwriters, closers or loan originators. That way, Avista’s customers can always reach a company representative who understands their issues within the context of their line of business, and never have to experience the all-too-familiar frustration that arises from lack of knowledge.

The Avista platform is also constantly updated and guided through a complete release every six weeks by an experienced team of veterans that have been optimizing mortgage technology for over 15 years. That way, issues are solved before they ever have a chance to arise.

“We’re very proud to have received this prestigious distinction,” adds Phlieger. “It’s really an honor to be recognized for the work that we do. Our multi-pronged, proactive approach to customer satisfaction may seem unusual for some organizations, but at Avista, it’s simply par for the course.”

About Avista Solutions

Avista Solutions, a Mortgage Technology magazine “Top 50 Mortgage Technology Provider”, is a leader in web-based loan origination systems. Avista Solutions’ suite of mortgage lending software provides complete end-to-end solutions that can be rapidly implemented across all origination channels. Avista has handled over \$417 billion in loan volume 100 percent via the web. For more information, please call (803) 788-4936, or visit www.AvistaSolutions.com.

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