CASESTUDY

ASCENSION MORTGAGE & RAPIDIO

Introduction

When every minute counts, shaving 2–3 hours off each loan file can transform your workflow.

Ascension Mortgage, a boutique brokerage company, sought a faster, consistent way to calculate income. With Rapidio, they found a simple, accurate, and easy-to-use solution that made income calculations quick and reliable.

Background

Before Rapidio, Ascension Mortgage relied on manual calculation processes that varied from file to file. This led to:

- **Time Wasted:** Up to 3 extra hours per file.
- **Inconsistency:** The figures their team calculated often didn't match underwriter results. Causing unexpected, non-qualifying, borrowers and loss of deals.
- **Frustration:** Back and forth with the lender requesting documents caused delays which slowed the lending process and created uncertainty and frustrated borrowers.

Challenges Faced

- **Inconsistent results** between internal calculations and underwriters.
- **Slow turnaround times,** especially for income-heavy files.
- **No prior experience** with an automated income calculation system.

Features Implemented

Rapidio introduced **AI-powered income calculations** that deliver consistent, lender-aligned results in minutes.

- **Speed:** Hours of manual work reduced to minutes.
- **Ease of use:** Staff describes Rapidio as "quick and easy to use."
- **Future-ready tools:** Interested in upcoming feature like Asset Calculations.

Results and Impact

- Saved 3 hours per file — freeing staff to focus on clients.
- Consistent, lender-aligned results — eliminating disputes and rework.
- Faster borrower experience — keeping deals moving without bottlenecks.

Conclusion

For Ascension Mortgage, Rapidio turned a slow, inconsistent process into a fast, dependable workflow. Now, every loan file moves forward with accuracy, speed, and confidence.

Client Quote

"The speed is impressive and easy to use"