



# Case Study

## *U.S. Department of Veterans Affairs*

### VA Loan Electronic Reporting Interface (VALERI)

## The Challenge

During the COVID-19 pandemic, more than 50,000 veterans were at risk of losing their homes. The Department of Veterans Affairs (VA) tools made it difficult to track these cases and intervene.

## The Solution

The VALERI-R (VA Loan Electronic Reporting Interface) Salesforce application—a platform as a service (PaaS) solution—allowed VBA Loan Guaranty technicians to track veterans' loans and intervene on their behalf. Octo's team provides dedicated architectural guidance and support for this critical application, working closely with the development team to design enhancements (for example, its loan governance workflows) and address technical debt, as well as providing daily end user support.

## The Benefits

Updates to VALERI-R reduced the need for manual intervention by Loan Guaranty technicians and loan servicers. By providing a new mechanism for VBA Loan Guaranty to make partial claim payments to servicers, the VA was able to help veterans stay in their homes.

## The Results

- 75% percent of veterans at risk of foreclosure due to the COVID-19 crisis retained their homes.
- 578 partial claim payments were made to servicers on behalf of veterans.
- More than 50,000 veterans received assistance to evaluate their loans.
- Our dedicated architectural/technical lead and support personnel worked with the development team to update the application's loan governance workflow module.
- We provided end user support and project management support.