

**Rincon**

PROJECT INTRODUCTION

# Rincon

## Comprehensive Redesign of a Mortgage Default Management Platform

Company: DRI Management Systems, Inc.  
Timeframe: 2007 - 2010

### Project Summary

Modernized DRI's mortgage default platform by transitioning from Visual FoxPro to a modern tech stack. This redesign improved scalability, reduced training time by 80%, and increased user satisfaction, directly contributing to DRI's acquisition by ServiceLink.

### Results

- 80% reduction in training time.
- Increased user satisfaction.
- Improved usability and streamlined workflows through user-centered design

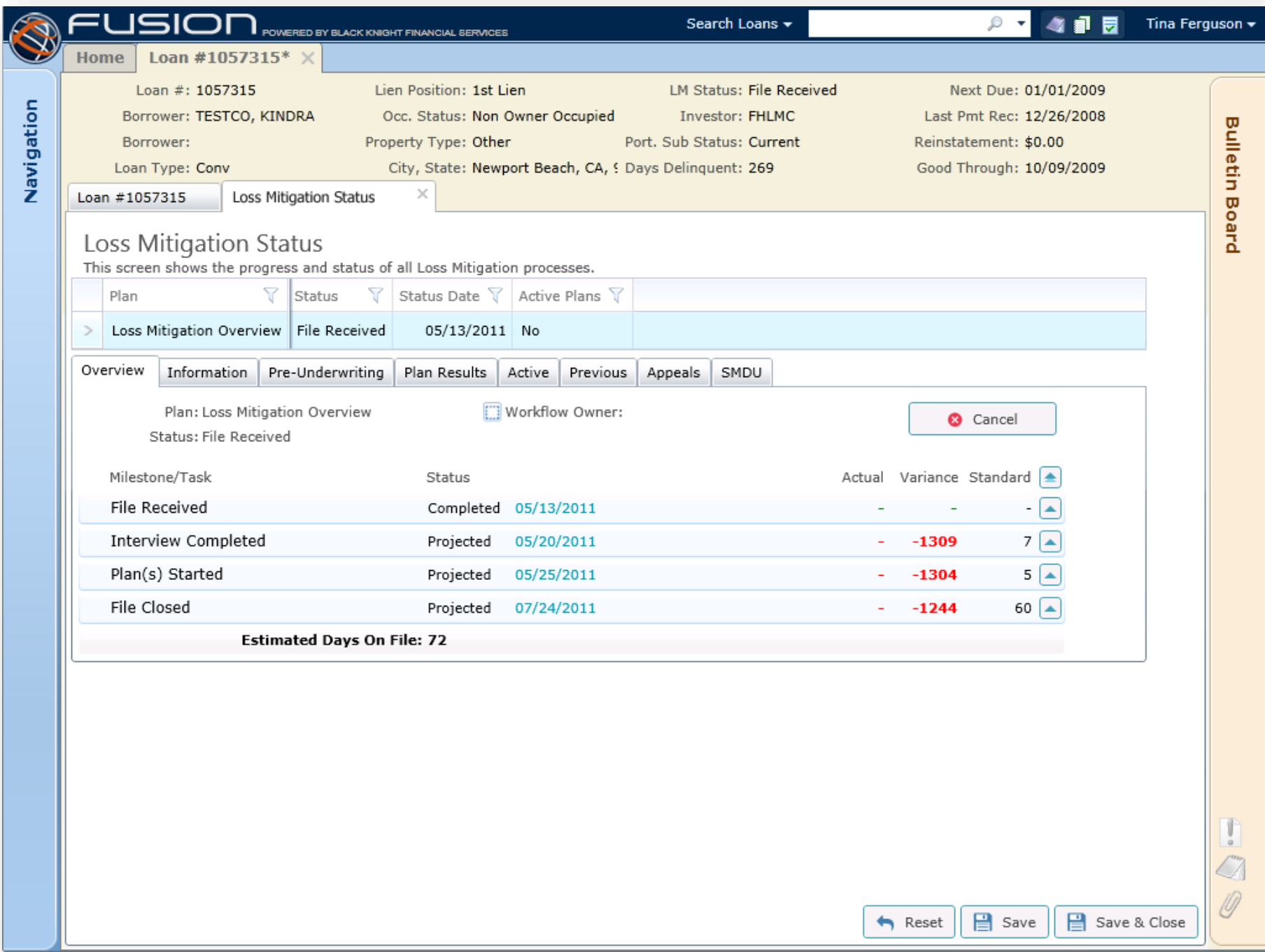
### Responsibilities

- User Research
- Wireframing
- Visual Design
- Front-End Development

### Relevance

This project established my foundation in UX design and front-end development, showcasing my ability to modernize legacy platforms and deliver measurable results in a collaborative, agile environment.

Note: This screenshot of Rincon was taken after DRI's acquisition by ServiceLink, when the application was renamed to "Fusion".



## BACKGROUND

# DRI's flagship application was a comprehensive mortgage default platform for servicers.

## Context

The original platform, built on Visual FoxPro, faced end-of-life support, threatening functionality and user satisfaction. To maintain its competitive edge, DRI transitioned to a scalable, intuitive design that improved usability and ensured long-term viability.

## Methodologies & External Collaboration

Neudesic introduced Scrum methodologies and UX best practices to guide the platform's redevelopment. Their expertise helped define a modern approach that aligned design and engineering, ensuring the platform met business and user needs.

## My Role

As the sole UI designer, I led the creation of intuitive interfaces and implemented front-end code. My work bridged design and development, ensuring the platform's modernization achieved scalability and usability goals.

Screenshot of the original Visual FoxPro application, illustrating its outdated interface prior to modernization.

	Total	Balance	Suspense
Makeup Pmt	5,068.00	5,068.00	0.00
Regular Pmt			

Amount Due	Pmt Due Date	ACT	STD
612.50	01/01/10	1530	0
2,485.00	01/01/10	1530	0

**I conducted in-person interviews** alongside Neudesic's UX team to uncover pain points and identify opportunities for improvement.

### 1. Interviews

I collaborated with Neudesic's UX Lead to conduct in-person interviews, **identifying pain points** in navigation and productivity. Insights directly informed the redesign strategy.

### 2. Key Finding

We discovered that **new users struggled with navigation**, requiring excessive training that hindered productivity. This insight guided a redesign to streamline interactions and reduce cognitive load.

### 3. Next Steps

Based on Neudesic's recommendations, I implemented new navigation paradigms and refined user flows **improving usability** and team efficiency - key to the project's success.

- Wireframing
- Visual Design
- Development
- Validation

MY ROLE

I led the **visual design**, crafted **wireframes**, developed the **UI**, and conducted **user research** to deliver a seamless, user-friendly platform.

Wireframing

Designed detailed wireframes outlining **structure, layout**, and **user flow**. Refined workflows through usability testing and feedback, improving efficiency and reducing onboarding time.

Visual Design

Established a cohesive design system emphasizing clarity, consistency, and usability. Leveraged **color palettes, typography**, and UI components to create **high-fidelity mockups** that streamlined development and enhanced the user experience.

UI Development

Developed functional UI components from wireframes using modern **front-end technologies**. Collaborated with the lead architect and engineers to deliver **responsive, scalable interfaces** that integrated seamlessly into the platform.

Validation

Conducted post-installation **usability testing** and iteratively refined the application based on user feedback, ensuring a seamless and **efficient user experience**.



## MY ROLE

# Wireframing

I began by sketching initial concepts in Balsamiq, refining them through multiple iterations to ensure logical, intuitive navigation. Wireframes aligned user needs with technical feasibility, enabling smooth design-to-development transitions.

Key Elements:

- **Consistent Layouts**

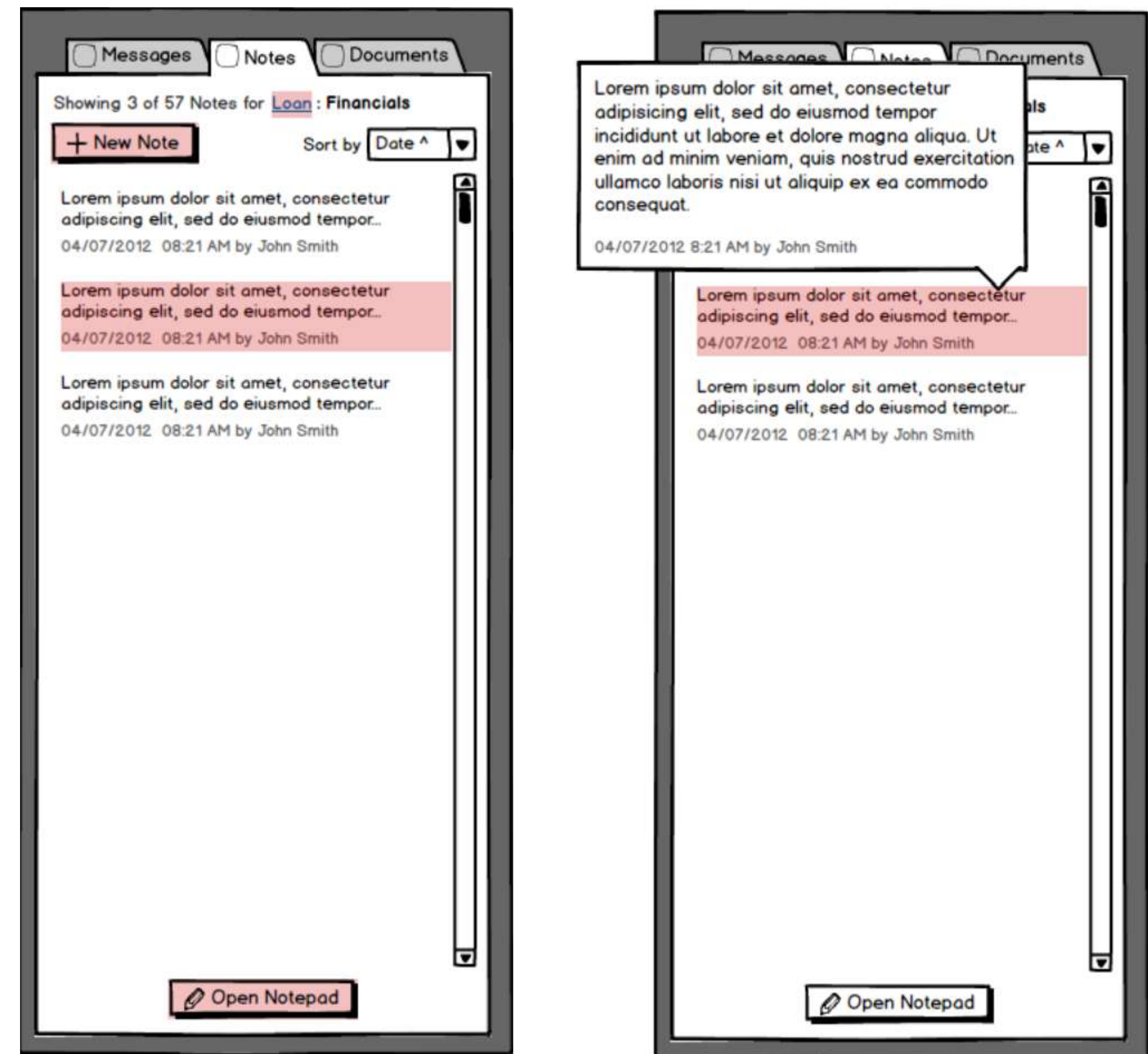
Uniform placement of elements across screens for familiarity.

- **Actionable Items**

Highlighted key areas to guide users and improve task efficiency.

Collaborated with stakeholders, developers, and product managers to ensure user needs and technical goals were seamlessly integrated.

Wireframes showcasing consistent layouts and highlighted actionable items to enhance usability.



- Wireframing
- **Visual Design**
- Development
- Validation

## MY ROLE

# Visual Design

**Before:** Cluttered interface with competing elements and poor hierarchy, causing **user confusion**.

The 'Before' interface is a complex, cluttered form. It features a top navigation bar with tabs: LM - Status, Prop ID, Borrower, Financial, Admin, Custom, Overview, and Prop Desc. The main area is divided into several sections. On the left, there's a 'Loss Mitigation Plan' section with a dropdown for '6-Mo Repay' and a 'File Rcvd' status. Below this is a table with columns for 'File Received', 'Get Financials', 'Create Plan', 'Send Letter', 'Signed Letter', 'Plan Completed', 'Admin Pending', and 'File Closed'. Each row has a date, a dropdown, and two numerical values. On the right, there's a 'Completion Reason' dropdown, an 'On Hold' section with a checkbox and a 'Reason' dropdown, and a 'Next Critical Step' section with a date and a description. At the bottom, there's a 'Remarks' section with a text area. The interface is overall very busy and difficult to navigate.

**After:** Simplified layout, clear navigation, **reduced cognitive load**.

The 'After' interface is a simplified and clear layout. It features a single table titled 'Loss Mitigation Status' with columns for 'Plan', 'Status', 'Status Date', and 'Active Plans'. The table has a single row with the following data: 'Loss Mitigation Overview', 'File Received', '05/13/2011', and 'No'. Below the table, there's a section titled 'Plan: Loss Mitigation Overview' with a 'Workflow Owner' field. The main area is divided into several sections: 'Overview', 'Information', 'Pre-Underwriting', 'Plan Results', 'Active', 'Previous', 'Appeals', and 'SMDU'. The 'Overview' section is currently selected. It shows a table with columns for 'Milestone/Task', 'Status', and 'Actual'. The table has four rows: 'File Received' (Completed, 05/13/2011), 'Interview Completed' (Projected, 05/20/2011), 'Plan(s) Started' (Projected, 05/25/2011), and 'File Closed' (Projected, 07/24/2011). At the bottom, there's a summary row: 'Estimated Days On File: 72'.

I led the modernization of the visual design for DRI's mortgage management platform, transforming a complex and outdated interface into a streamlined, user-friendly experience.

## The Problem

The original interface was visually dense and difficult to navigate, causing high cognitive load, frustration, and inefficiencies that required extensive training.

## Design Process

- Conducted comprehensive analysis of design trends and responsive layouts, creating a cohesive style guide.
- Developed high-fidelity mockups to implement a consistent design system, improving usability and scalability.
- Iteratively refined workflows based on user feedback, enhancing accessibility and navigation.

The redesign reduced frustration and boosted efficiency with a cleaner, more intuitive interface.

- Wireframing
- Visual Design
- **Development**
- Validation

MY ROLE

# UI Development

Leveraging the robust features of Silverlight, I collaborated with the lead development architect to design and implement advanced XAML controls that enhanced both the platform’s performance and user interaction.

Key Tasks:

- **Building Interactive UI Elements**  
Designed scalable, adaptive graphics and animations in XAML to enhance usability and streamline workflows.
- **Responsive Layouts**  
Created adaptable designs to support diverse workflows and screen sizes, ensuring a consistent, optimal user experience.

Through close collaboration with developers, designers, and product managers, I ensured all UI elements were functional, visually consistent, and aligned with the design system. These efforts resulted in a responsive, cohesive interface that boosted user satisfaction and productivity.

Rincon UI Controls Code Snippet

```
<controls:DataFieldPanel Width="300" LabelWidth="130">
  <controls:DataField DataFieldName="BirthDate"/>
  <controls:DataField DataFieldName="DeathDate"/>
  <controls:DataField DataFieldName="Gender"/>
  <controls:DataField DataFieldName="PreferredTimeOfDayId" EditControlWidth="160"/>
</controls:DataFieldPanel>
<controls:DataFieldPanel Width="300">
  <controls:DataField DataFieldName="IsSoldiersAndSailors" EditControlWidth="160" LabelWidth="130"/>
  <controls:DataField DataFieldName="IsCeaseAndDesist" EditControlWidth="160" LabelWidth="130"/>
  <controls:DataField DataFieldName="TimeZoneId" EditControlWidth="160" LabelWidth="130"/>
  <controls:DataField DataFieldName="PreferredLanguageCode" EditControlWidth="160" LabelWidth="130"/>
</controls:DataFieldPanel>
```

Corresponding Rincon UI Controls Rendered

*The XAML code snippet demonstrates the flexibility and reusability of UI components, which were key to creating a visually cohesive and functional user interface.*



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## MY ROLE

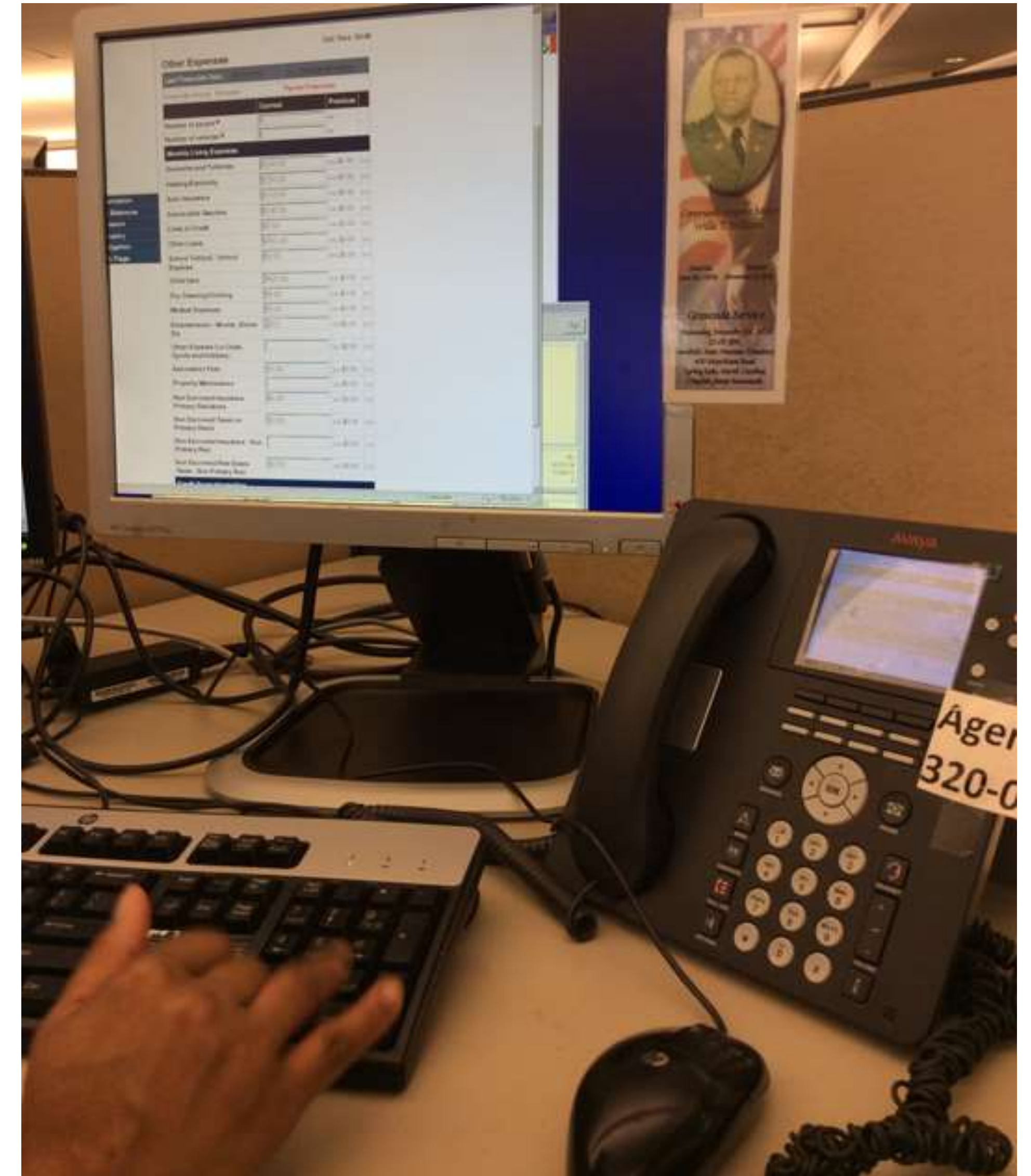
# Validation

I conducted comprehensive usability tests with end-users to gather actionable feedback, ensuring the platform met user needs and efficiency goals.

- **Task-based Testing**  
Observed users performing critical tasks to evaluate ease of use and identify friction points.
- **Feedback Collection**  
Conducted interviews and contextual inquiries, gathering insights to guide usability improvements.

Afterwards, I worked closely with stakeholders to prioritize and implement feature updates.

*For an in-depth insights, see the [Rincon UX Study](#).*



Observing users in their real-world environment provided actionable insights for optimizing workflows and usability.

# Modernized Application with an 80% Reduction in Training Time & Enhanced User Satisfaction

## Key Outcomes & Results

- **User Training:** Reduced training time from 2–4 weeks to just 1–2 days per week over 2 weeks.
- **Acquisition Impact:** Modernized design played a key role in DRI's acquisition by ServiceLink, rebranded as "Fusion" and "LoanSphere."
- **User Satisfaction:** Received positive feedback on the intuitive design and improved functionality.

## What We Learned

- **User Feedback Drives Success:** Iterative feedback cycles directly contributed to the **80% reduction in training time** and improved user satisfaction.
- **Strategic Tech Stack Decisions:** Early adoption of Silverlight ensured scalability and modernized the user experience, a critical factor in the application's success.

"I like the new color scheme because it's easier on my eyes... they would hurt at the end of the day [when using VFP DRI] because of sharp contrast." - 1.5-year VFP DRI User

THANKS FOR YOUR TIME!

**Want to hear more about  
my experience?**

**Let's talk:**

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