



2024 Agenda Highlights

It is that time of year again! The time to connect once again with your Emphasys team and your peer HFAs is around the corner. We've had an eventful year, filled with growth and achievements as we strive to be the strong software partner HFAs need. Let's come together to share and celebrate one more year of housing communities.

It's better together!

Joint sessions will include sharing knowledge about product highlights, Emphasys growth and what that means for HFAs, product roadmaps, service improvements, unlocking possibilities for your agency, and much more!

We will have five separate tracks for Single Family, Multifamily, Financials, IT and Hosting, and Housing Search. These sessions will be filled with training, networking, best practices across the industry, and your chance to voice your needs and make a difference in the solutions you use.

Whether you are a technical product manager looking to expand your portfolio of products, an IT professional focused on security and optimizing cloud operations, or business stakeholders exploring innovative ways to run your business, this conference will be a gateway to unlock the potential of Emphasys Solutions.

We look forward to seeing you there!

2024 Client Services Agenda Highlights

Exciting News from Your Client Services Team!

We're thrilled to connect with you and share some fantastic updates!

- ◆ **Get Your Questions Answered:** Our team is here to provide you with the answers and support you need.
- ◆ **Jira Training:** Whether you're new to Jira or looking to enhance your skills, our training sessions will equip you with the knowledge to navigate and utilize Jira effectively. After all, we believe that collaborating closely makes us better together.
- ◆ **Client Portal Upgrades:** Discover the recent enhancements we've made to the Jira Client Portal, designed to improve your experience and streamline our support for you.
- ◆ **Sneak Peek of our New Training Platform:** We're excited to unveil a glimpse of our brand-new Training Platform, launching in 2025! Get ready for a whole new way to engage with our educational resources.

We can't wait to share these updates with you and support you in achieving your goals!

2024 Enterprise Agenda Highlights

- ◆ Emphasys Enterprise suite continues to grow and evolve to serve the end-to-end operations of HFAs. This year's conference will include a deep dive into the products and services that drive the integration of the Emphasys Solution.
- ◆ Come learn about new Enterprise and Loan On-Boarding Workflows, Executive Dashboards, Enterprise eDocs, Collaboration modules and future integrations across suites.
- ◆ Of course, providing analytical and insightful information out of your day-to-day operations continues to be the focus of our reporting tools. Dive into expert-led sessions of our **Business Intelligence** reporting solution **SmartReports** and learn how you can turn your data into the interactive reporting your stakeholders need to make sound industry decisions.
- ◆ QuickReports also continues to evolve with new features such as export to CSV, new formulas and filtering options, streamlined Loan Data Source and more.

2024 Single Family Agenda Highlights

Our biggest undertaking yet, LOTUS, has rolled out.

Get ready for an exciting user conference 2024 where the future of innovation and Emphasys Software's enterprise product development unfolds.

- ◆ Immerse yourself in the Single Family track this year as we will be doing a deep dive into the go-live implementations of LOTUS and Lender Portal. Engage with our leaders in discussing approaches we implemented in our go-live journey and gain firsthand insights from real-world case studies of transformative product successes.
- ◆ Come see our R&D initiative on PDF processing engine that significantly reduces your loan reviewers time, GNMA pool files with MISMO standards, 1003 Automatic Imports, Security Enhancements and improvements to your Homeownership modules. Our experts will break down the regulatory changes such as ULDD, Payment Supplement Changes by HUD, GNMA reporting and what they mean for your operations.
- ◆ Discover the upcoming enhancements in Phase 2 of the LOTUS system and explore what's next on the horizon. You can Participate in hands-on workshops designed to dive deep into the LOTUS and Lender Portal system. We will also have dedicated networking sessions to help you connect with industry peers in a more structured way and provide you with an opportunity to share your ideas on how we can continue to evolve and meet your needs.

2024 Multifamily Agenda Highlights

- ◆ 2024 has been an exciting year on the Emphasys Multifamily track. We cordially invite you to join us at this year's User Conference where our Multifamily team will be doing a deep dive into several important enhancements implemented throughout the year including HUD's *NSPIRE* physical inspection standard, *HOTMA* regs for determining Imputed Income, HFA-customizable *Annual Owner Certification (AOC)* Form and ability to upload FMRs and HOME Rent Limits.
- ◆ In addition, our staff will be providing in-depth review and training on many other enhancements released this year, such as a new Excel AddIn for the mass-import of Buildings and Unit IDs to new projects in the IM&C module, additional custom fields, several mission-critical enhancements to the 8609-issuance process, plus much more.

- ◆ As always, please come prepared with your ideas, comments and suggestions, or submit them in advance, as we will dedicate a session for user-suggested topics and networking.

We are looking forward to seeing and chatting with you all!

2024 Financial Agenda Highlights

- ◆ Come join us for a discussion on the Financials re-platform as we highlight expected benefits, discuss the timeline for implementation, and provide a sneak-peak into the new product suite. As we embark on a new future, we welcome you to join us on the journey by providing your feedback on this exciting change.

- ◆ We'll also explore modifications & new features released since the 2023 User Conference, as well as showcase new functionality expected in 2025.

- ◆ Finally, come prepared to participate in a round table discussion with other HFA users. This is a perfect opportunity to learn about best practices of the Financial Systems as well as collaborating on new ideas to help improve your user experience.

We can't wait to see you in person!

2024 IT Agenda Highlights

- ◆ That is not all, as cloud technology continues to redefine the way business operates and scale, join our interactive sessions that will showcase Emphasys efforts to adopt innovations in IT hosting. Discover how Emphasys is leveraging cloud infrastructure as a service to streamline product deployment, scalability and cost-efficient tech products.

- ◆ On the security front, whether your focus is compliance, data protection or staying protected against cyber threats, come join us to learn about the services Emphasys leverages to optimize for your cloud environment.

- ◆ Participate in our popular “under the hood” sessions where you can gain insight into the technical aspects and network architecture of our products to facilitate supporting the users are your agency.

◆ Get in the sandbox and take time to play and browse through our showcased products with a hands-on guided tour. This year our sandbox will feature LOTUS, Lender Portal 2.0, SmartReports, and more!

2024 Housing Locator Agenda Highlights

Join the Housing Locator team and your fellow professionals for an insightful series of sessions showcasing the latest features and enhancements to our platforms. Here's what you can look forward to:

- ◆ **Call Center Updates:** Get the latest on improvements and updates to our call center operations.
- ◆ **[EmphasysHLS.com](#) Rebranding:** Learn about our exciting rebranding efforts and what they mean for you.
- ◆ **Housing Waitlist and Lottery Solution Enhancements:** Discover the new updates to our Housing Waitlist and Lottery Solution.
- ◆ **SEO and Social Media Best Practices:** Dive deep into strategies to increase access to critical housing units and enhance the visibility of your agency's programs and initiatives.
- ◆ **Supporting Low Income and Specialized Populations:** Explore our growing capabilities to assist low-income individuals, as well as programs focused on reentry and disaster recovery, to maximize the impact of your Housing Locator services.

Your insights and feedback are crucial as we continue to evolve and enhance our platforms. Join us to share your suggestions and help shape the future of Housing Locator services to better meet the needs of your communities.

We look forward to seeing you there!