



## Macro Scheduler User Podcast Interview: Paul Griffin, AppNavigator

### Interview by Tracy Fitzpatrick

**FITZPATRICK:** Hi, my name is Tracy Fitzpatrick and I'm interviewing Macro Scheduler Users about their experience with the software. With me now is Paul Griffin, a Macro Scheduler user that has now grown into an MJT Business Partner. Hi Paul, welcome!

**GRIFFIN:** Hello.

**FITZPATRICK:** So, Paul, I know your story is a little unique. You began using the Macro Scheduler many years ago. Can you tell me a little bit about that?

**GRIFFIN:** Well, one time I was a manager of mid-range and mainframe systems where we had a lot of keystroke emulators that I learned to use quite powerfully to send sales orders and shipments and whatever we wanted into the system. But then of course when the world went to PC networks, and mostly PC UI's front ends, I was kind of without a tool for a couple years until I found Macro Scheduler, I guess in about '97, '98, and I used it that at that point, just to update and refresh data. Things that people had to sit and do is what you can do with Macro Scheduler. So I had it refreshing data from various sources into an ERP system. Really that grew into...Like most businesses, people hear about what you do, and say, well, can you do that for us? And so that grew into projects at businesses where we pull data from various sources. Could be from a FedEx shipping system, could be from just an Access database, any SQL-compliant database, and through the UI. So that's what it grew into.

**FITZPATRICK:** Ok. So just pulling all of that enormous amount of data out of systems to make things easier. And so I know that you, your relationship has really grown with MJT, and you've actually created now your own product: The AppNavigator. And it uses the Macro Scheduler almost as an engine. Is that correct?

**GRIFFIN:** Yes, it's fair to say, that it uses Macro Scheduler command as the engine, but it puts them all in dropdown boxes instead of having to rewrite the code. With every project there is usually a little bit of code to write, but with the AppNavigator interface you select a command, assign that command and actions to an image you grabbed off the screen. So anyone can just click and drag, and pull up an image of something on the screen. And now you can just assign whatever action you want done to that image, whether it's right clicking



it or sending text to it or all those things without writing any code. So the beauty of moving that to be driven by images now is, with all that Macro Scheduler power (and we don't care what the interface is) we can run websites, we can run mainframes, we can run Windows. Anything that we can get to and see, then we can automate.

**FITZPATRICK:** Wow, that's interesting. So tell me where you might be using the AppNavigator? What kind of businesses would be using this type of tool?

**GRIFFIN:** Probably two or three big things AppNavigator has fallen into. And one is because it emulates the user exactly as what they see, a lot of QA departments have purchased AppNavigator, and that is, before they roll out a release, whether it's a software company that rolls out a release to the world at large, or it's a large - for instance, Seattle Children's hospital or Jamaica National Bank - Their software departments in house, before they roll out a release on their users, they have AppNav pound through their system and make sure that everything is where it's supposed to be, and... do the QA and report back the QA result to someone before they roll it out. Another is, and this is really growing right now, believe it or not, with the downturn in the mortgage industry, they are looking for ways to be more efficient. So as it turns out, they have to deal with, they have to take their internal data, go to external websites, constantly, for just almost uncountable reasons. So they go to FHA, they go to, you know, government websites, they go to investor websites, like Wells, and Countrywide and Citimortgage and all those. And they have to enter all the data they already have in their internal system, to attain a lock for a loan, or to transfer something to an FHA connection, or, you know, anything along those lines. Well, AppNav does that beautifully. It will read whatever internal data source you have, and then go to whatever external source is appropriate and enter the data for you... report back errors as they happen, and sit and wait for the next one.

**FITZPATRICK:** So this is clearly a big push in efficiency. I think for both groups - the QA, and then the mortgage people like you just mentioned. How much time do you think they are saving? Does it come down to time? Or is it that they're able to do things more quickly?

**GRIFFIN:** Sometimes it's time...

**GRIFFIN:** Sometimes it's time, and the average person would think, wow, you're saving time. Instead of for instance, taking 30 or 40 minutes to read your internal data, go to an external site, and type in all the data about a lock, for



instance... someone wants a loan for a home, so you have to lock that loan. Instead of about 30 or 40 minutes, that's about 5 minutes of time that AppNav takes. There is some efficiency there, but the real payback for those guys is... let's say in one afternoon 50 or a hundred locks hit them all of a sudden. Most of them don't have the man-power to sit and lock all those loans, quickly enough to get them at the rate that they're promised at. So.

**FITZPATRICK:** People could be missing out, potentially.

**GRIFFIN:** No, not the people. The company. The people, you're a consumer, we say, we're going to get you this loan at 5.5.

**FITZPATRICK:** ok. So they've already guaranteed it.

**GRIFFIN:** Right. And now the market swings quicker than they can get them all locked, and they're losing money.

**FITZPATRICK:** I see, because they're not going to come back and say, "Darn, we didn't get to it in time."

**GRIFFIN:** Yeah, go back to a customer and say, "Hey, we tried, but we got it at .8, and that's not what you bought." So, it enables them now, in that hour, instead of closing -- for instance I have a customer who with two people in their department that does these locks - they call it the secondary department. Instead of doing, you know, let's say they were super efficient, maybe four in an hour, now, we actually have it set up so it will do multiple locks at a time, so you know, we could do a lock every two or three minutes. That works out to be maybe 20 locks in that hour. So we have a far better chance of getting everything locked at what we promised it at. I mean we're talking about easily, tens of thousands of dollars in losses if you can't get those things locked.

**FITZPATRICK:** Right, and like you eluded to earlier, you know, the market's very tough right now, and so they've got to really be on their game. And I would see this as an advantage, right?

**GRIFFIN:** A huge advantage, and I had no idea that the, I would have gone in touting, look how much more efficient you can be, whereas one of my first customers said, no, no - that's not the important thing. The important thing is that we're not laid out there with all that risk when loan officers all ask for a lock in the same afternoon.



**FITZPATRICK:** Right.

**GRIFFIN:** It enables them to do something they couldn't do before. Something they just plain could not do.

**FITZPATRICK:** That's very powerful. Especially, like I said, in this market.

**GRIFFIN:** These products, AppNavigator and Macro Scheduler ... they're like if you could just take an employee, sit them down at a desk and have them never get up; teach them what to do, tell them what's an error and who do you notify when you see an error. And that's the kind of power you get here.

**FITZPATRICK:** Maybe we could develop one of these for children.

**GRIFFIN:** Yeah, right.

**FITZPATRICK:** Thank you so much for your time, Paul. Now for our audience, if you found this Macro Scheduler story useful, you may like to listen to our other user story podcasts by visiting our website at [www.mjtnet.com](http://www.mjtnet.com). If you have a story of your own to share, we'd love to hear from you. Send us an email to [sharemystory@mjtnet.com](mailto:sharemystory@mjtnet.com).