



# **Fiscal Transfer Agent (FTA)**

Guidehouse Migration Transition Summary  
August 2021

## 7(a) FTA Background

### The Fiscal Transfer Agent (FTA) of the SBA's 7(a) Loan Guaranty Program has changed

Guidehouse was selected by the U.S. Small Business Administration (SBA) to serve as the Fiscal Transfer Agent (FTA) for the 7(a) Loan Program and Secondary Market until 2027. Wells Fargo, a subcontractor to Guidehouse, is performing banking functions.

Guidehouse has completed a migration of systems and applications into SBA's secure environment.

As of August 30, 2021, Guidehouse is the FTA. All FTA functions are being performed by Guidehouse within SBA's IT environment.

Guidehouse has committed to large-scale, long-term modernization of SBA's 7(a) loan origination, 1502 reporting, loan servicing and secondary market operations through investments in the SBA FTA platform's infrastructure, systems, processes, and staff.

# The New FTA

## Strategy Consulting

Guidehouse is a global consultancy of over 10,000 professionals serving public sector and commercial clients in the financial services, energy, health care and defense/intelligence markets.

## Strong Foundations

Based in Washington, DC, Guidehouse was formed as a spin-out of PwC's Public Sector in 2018 and the acquisition of Navigant Consulting in 2019.

## Specialized Capability

Specialized capabilities in large-scale mission critical financial services operations and systems modernization. The FTA team is led by a team of experienced SBA lending professionals and former Colson staff, including Guidehouse partner Brian Gagnon, a twenty-year veteran of SBA & SBA lending.

## Established Partner

Guidehouse has served as the SBA's Central Servicing Agent (CSA) for the 504 Loan Program since 2012, with banking partner Wells Fargo.

## Award-Winning Excellence

In 2014, Guidehouse became the first large professional services firm ever to receive the nation's highest Presidential honor for quality - the Malcolm Baldrige National Quality Award. The Baldrige Award was established by Congress to recognize organizations for performance excellence through innovation, improvement and visionary leadership. Winning the award demonstrates Guidehouse's unparalleled commitment to quality and continuous improvement, which is embedded in everything we do and has enabled us to provide exemplary service to our Government clients.



# Migration/Transition: Concepts



The migration of the FTA systems into SBA's IT infrastructure and transition to Guidehouse served three important functions:

- 1 SBA gained control over mission-critical systems
- 2 FTA serves as contractor to government, not counter-party to industry
- 3 Enables future modernization of SBA FTA systems



Communications & training are underway and will continue through stabilization and modernization.



The migration of FTA was a “lift and shift” out of Colson's BNY Mellon IT infrastructure. The look, feel and operation of systems is very similar.

FTA applications are accessible in SBA CAFS (Capital Access Financial System) for users through normal means and via API for system-to-system functionality.



Existing FTA functionality was maintained at Go-Live; some unplanned systems errors and interruptions are anticipated when stabilizing a 35-year-old program/system.

# Migration/Transition: Status



FTA Go-Live happened on August 30, 2021



Completed 14-month migration of applications



Full-scale phased testing completed



Anticipated headcount of over 200 staff, including 30+ from Colson with Operations facility located in midtown NYC and Program Management team based at SBA HQ



Conducting trainings focused on 1502 Gateway, 1112 payments, and secondary market functions



Providing real time customer support via FTA@sba.gov and toll-free hotline (877-470-0722)

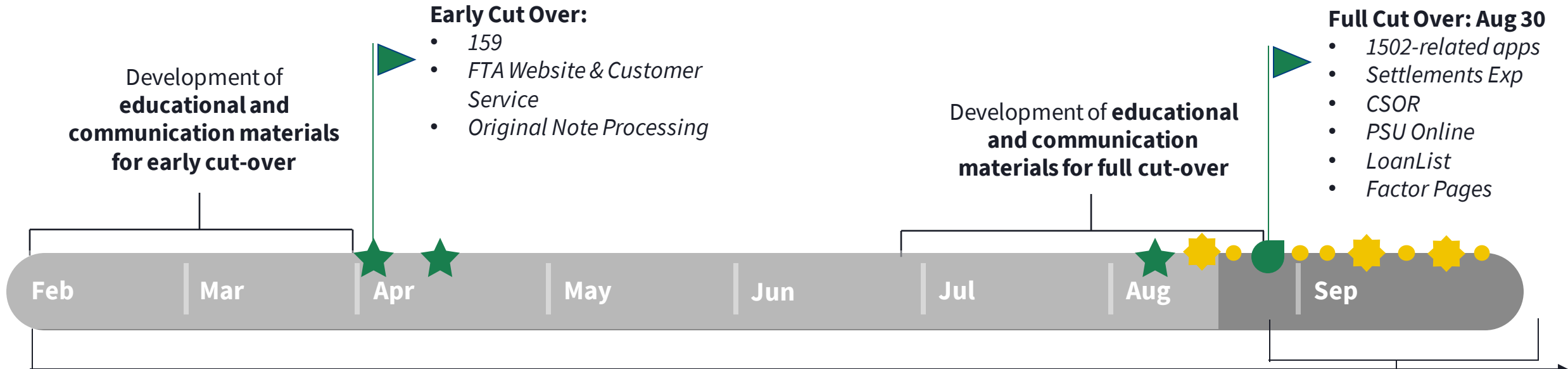


Ongoing communications, notices, and trainings via the SBA Wiki:  
<https://catran.sba.gov/ftadistapps/ftawiki/>



Accepting Modernization ideas at [Modernize7a@sba.gov](mailto:Modernize7a@sba.gov)

# Industry Training and Communication



- Early Cut Over:**
- 159
  - FTA Website & Customer Service
  - Original Note Processing

- Full Cut Over: Aug 30**
- 1502-related apps
  - Settlements Exp
  - CSOR
  - PSU Online
  - LoanList
  - Factor Pages

- ★ Complete
- ✦ Industry Conference Trainings (requested and coordinated through SBA)
- Industry Webinar Trainings
- ▶ Cutover; Applications Go-Live

- Communications – Socializing Change for Cut-over**
- Emails
  - Procedural Notices
  - FAQs
  - One-Pagers
  - Web content
  - Instructional slide decks

- Communications – Training on Changes for Full Cut-over**
- Instructional slide decks
  - Training videos
  - Webinars

Timeline dates and activities are notional and subject to change

