

LENDER IMPROVES SERVICE WITH FASTER INFORMATION ACCESS

One of America's top online lenders needed to find a way to make information more accessible for users regardless of their locations. With OnBase enterprise information platform, the lender now captures loan documents as digital images that are immediately available for viewing from computers, tablets or smartphones.

The company improved cycle times, productivity and customer service while reducing the costs and risks involved with paper. It also automated the entire loan origination process in six months.

HIGHLIGHTS

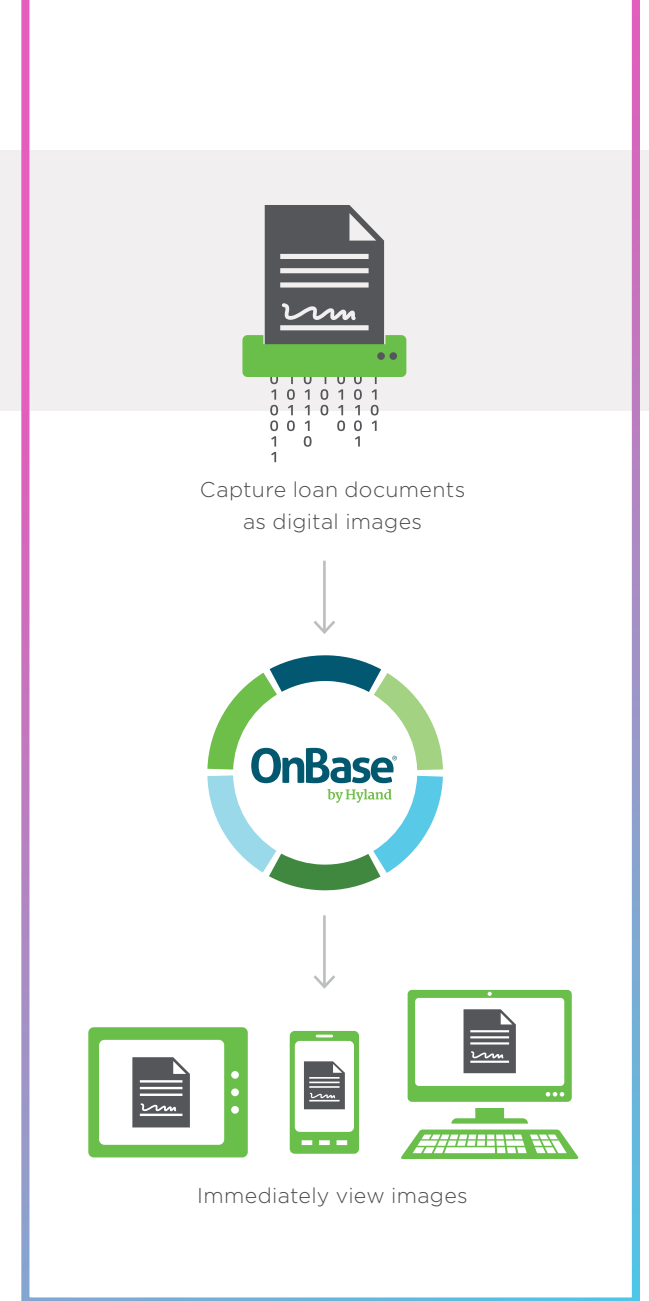
- Provides instant access to real-time information
- Integrates core systems like existing loan origination systems (LOS) to provide quick access to documents that aren't typically stored in the LOS
- Workflow automatically routes documentation to the appropriate people for approvals or follow-up, notifying stakeholders as it does

IMPACT

- Shorter lending cycle so lender recognizes revenue faster

↑ A **100 percent** increase in staff productivity for post-closing process

↓ A **90 percent** decrease in time spent looking for documents, enabling immediate responses to customer requests



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