EDS Credit Services increases loan origination productivity by 60%

EDS Credit Services required an enterprise-wide system which could deliver full electronic management of inbound and outbound faxed documents for the re-engineered workflow solution.

EDS was contracted by a large UK mortgage provider for post-sale processing, mortgage and personal loan servicing. This involved re-engineering the workflow process at two sites and taking on the responsibility for 1,700 staff.

Because of the contractual and legal nature of loan and mortgage documentation, inbound and outbound document flow between the parties is executed in fax format.

EDS needed a fax management solution which would integrate with, and complement, the digital document management systems it was installing as part of its re-engineered workflow solution. It required a system which would provide;

- an enterprise-wide solution
- the capability to archive and track fax messages
- load sharing between fax servers at two sites
- fax functionality at the desktop
- a resilient architecture
- the capability to handle high volume fax traffic - around 20,000 inbound and 20,000 outbound faxes per week

MESSAGEmanager supports inbound and outbound E-mail, Fax, and SMS services for business applications. It meets the requirements of a small business or department scaling from 2 to 120 ports for the diverse requirements of an enterprise-wide customer.

MESSAGEmanager enables EDS Credit Services to;

- digitally capture faxed documents as soon as they arrive - increasing productivity and eliminating errors which meant the reworking of loan applications is reduced.
- provide a central management and archiving capability - ensures compliance with audit legislation such as the US Sarbanes Oxley Act.
- provide fax and SMS capability at the desktop - generates savings in the maintenance and replacement of stand-alone fax equipment.

The re-engineered work flow solution has meant that loan origination productivity increased by more than 60% and the business now processes more than 50% of applications without human intervention.[1]

[1] As reported on eds.com

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