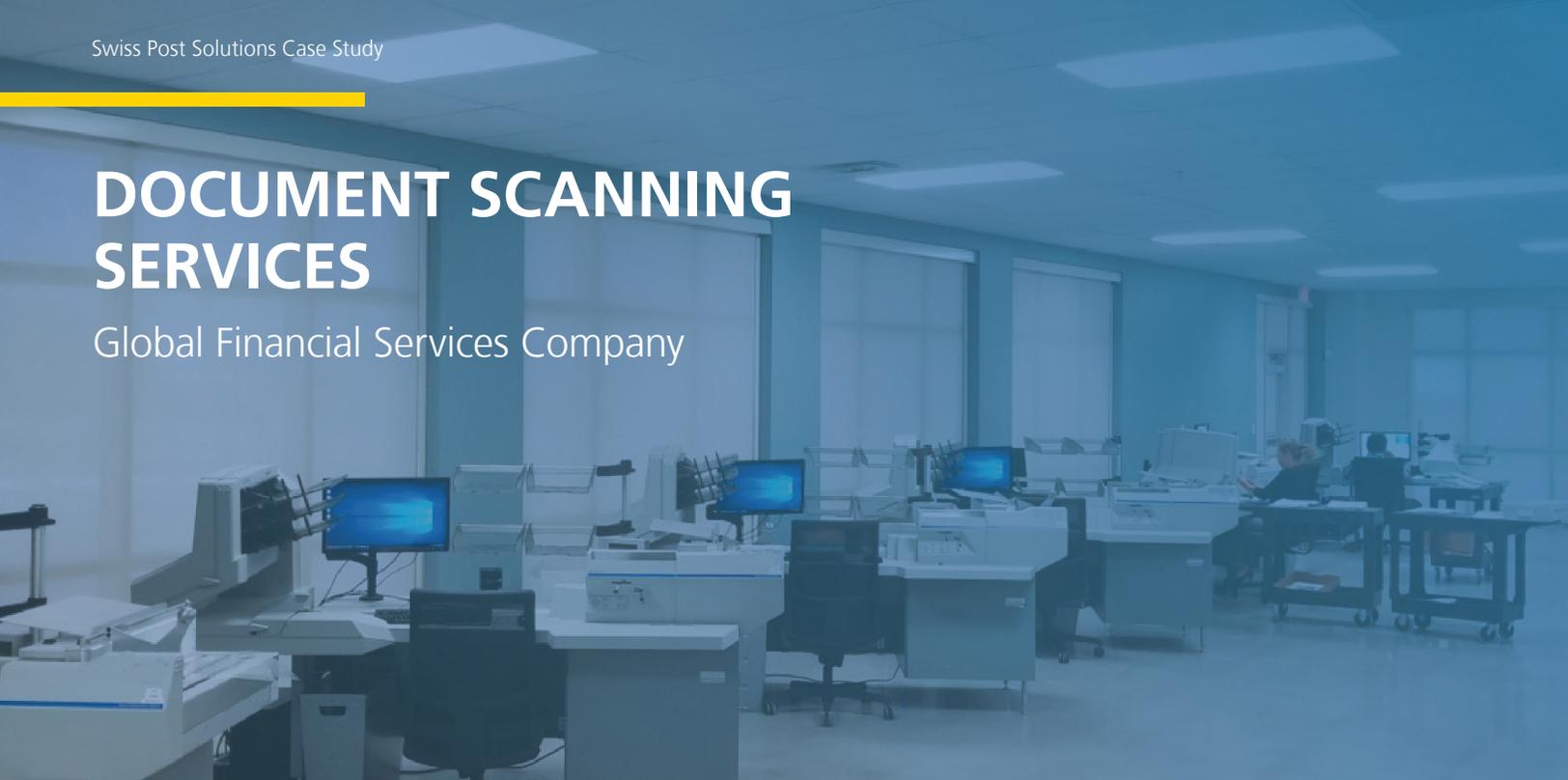
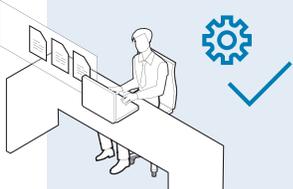


# DOCUMENT SCANNING SERVICES

Global Financial Services Company



Challenge	Solution	Benefit
<p><b>Manual processing of millions of critical mortgage documents</b></p> <p>The client sought to digitize incoming documents to streamline processes, leveraging technology and their offshore operation centers</p>	 <p><b>People and Process with Client Technology</b></p> <p>Document scanning with OCR</p>	 <p><b>Faster access to data, reduced manual processes, increased business continuity capabilities</b></p>

**A global financial services company sought a partner to support digitization of mortgage-related documents. The value of the loans processed from this line of business is approximately \$1 trillion annually, with an average mortgage size of \$250,000.**

## Client Challenge

The client serves as a document custodian for mortgage application and related documents and is responsible for the safe keeping of this critical information. As mortgage documents arrived, the company’s Document Review team would manually check the paper documents against data in their system that was provided by the mortgage clients. The staff would make any necessary corrections and enter missing information – a labor-intensive and time-consuming process.

The documents were then stored in a facility with over 55 miles of high-density shelves. Compounding the challenge, the client was experiencing record volumes of incoming documents.

The client sought a solution that would:

- Streamline the processing of new documents as they arrived

- Create digital copies of all documents in their storage facility
- Meet an aggressive turnaround time of 3 hours or less
- Be scalable for fluctuating volumes
- Deliver recommendations for innovative go-forward solutions

## Solution

The client partnered with SPS to review and remodel the workflow processes for the implementation of a scanning solution, with two areas of focus: immediate scanning of mortgage closing documents received daily and ongoing scanning of additional incoming documents for existing files.

The daily files are comprised of many different types of documents, and it is critical that the scanned data for each document type feeds correctly into the client’s systems. The client’s imaging platform uses optical character recognition (OCR) software to ensure that the data is processed correctly.

Because the volume and arrival times of these files varies, SPS implemented a flexible staffing model with staggered schedules to ensure maximum productivity during peak periods. A core group is assigned the daily files while additional staff members focus on existing documents, ensuring that the 3-hour service level agreement is met.

### Benefits

SPS is scanning more than 6 million pages per month for the client, while meeting the service level agreement of providing scanned dailies within three hours of receipt. In turn, the client is able to meet the demands of the its mortgage processing clients and process the documents more quickly.

In addition, SPS' solution has allowed the client to:

- Increase disaster recovery and business continuity capabilities
- Increase automation / do more with less human intervention
- Identify documents that are missing
- Reduce labor costs

### About SPS

We connect the physical and the digital world

Swiss Post Solutions (SPS) is a leading provider of business processes outsourcing for document management, mailroom solutions and office services. Numerous international business customers rely on the competence of SPS in the conceptual design of development and implementation of end-to-end solutions, as well as competent consulting on the central value drivers in business process outsourcing (BPO): location concept, process optimization and technology such as intelligent automation. SPS is a division of the Swiss Post Group with headquarters in Bern (Switzerland); the 7,500 employees and co-workers of specialized partners look after customers in almost all industries in more than 20 countries, focusing on banks, insurance companies, telecommunications and healthcare. Further information can be found at [www.swisspostsolutions.com](http://www.swisspostsolutions.com)

### About the Client

Backed by a global network spanning over 70 countries, this financial institution is a leading provider of financial services to agencies, corporations, governments, private individuals and institutions in the Americas. Having first established a presence in the Americas in the 19th century, the bank began independent operations in the US in 1978, opening its first North American branch in New York City.

### Learn more



DOCUMENT PROCESSING

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