

Digitizing Mortgage Applications

Helping legal firms archive, retrieve and send documents digitally

Business Goals

This legal customer processes many different forms and applications from a hardcopy format. To enable them to be more efficient and offer their customers a better experience, they wanted to simplify the processing, storage and retrieval of these documents. This would not only offer greater levels of existing customer satisfaction but also the opportunity to grow the business with a competitive advantage.

Challenges

For every mortgage certificate, insurance paperwork package or bank loan application, notaries need to certify, copy, and store reams of paper these applications generate. Often clients would need copies of archived documents from the basement storage facilities.

1. Time Finding Documents

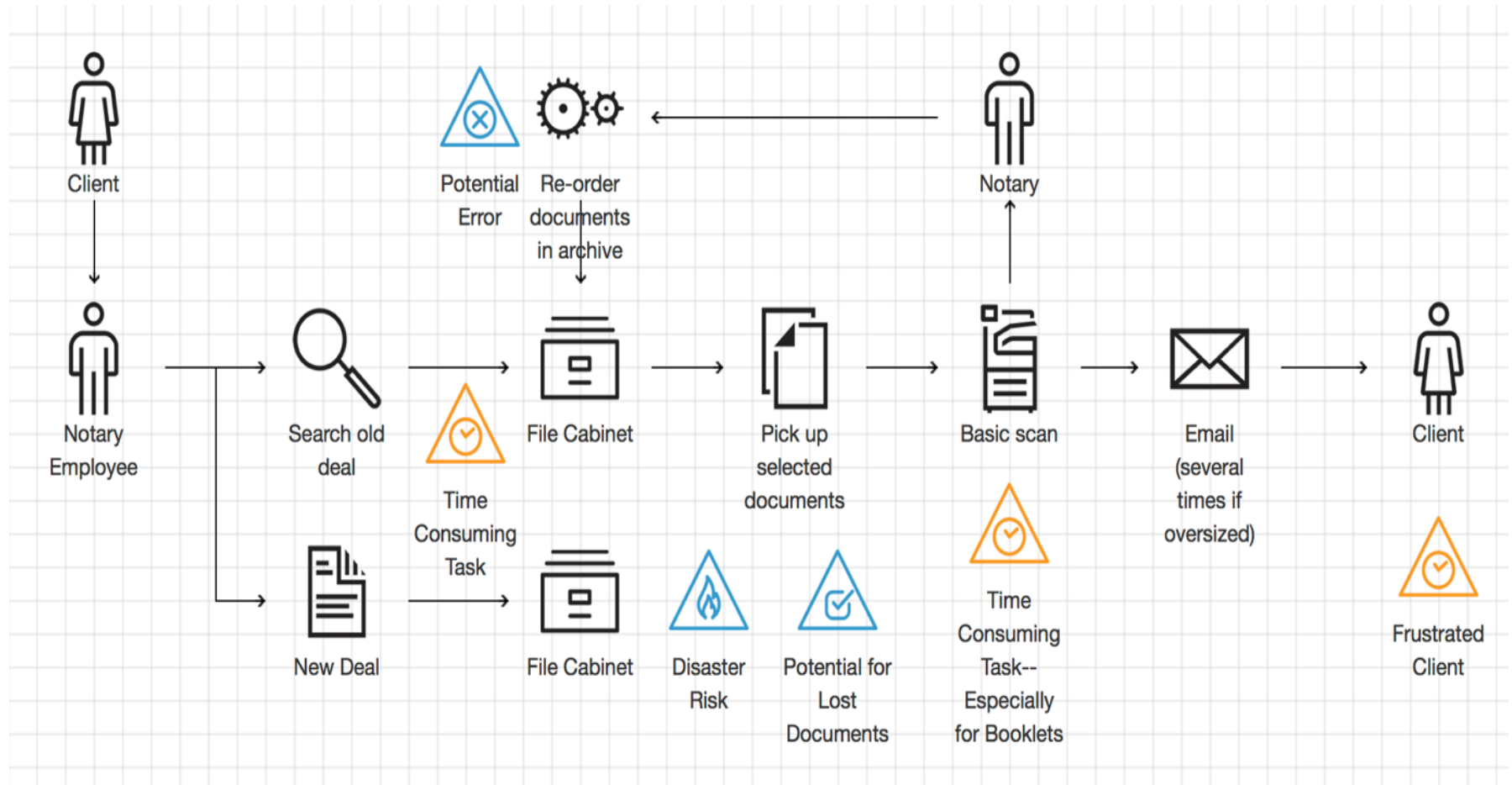
The notary not only found himself digging through basement storage containers on a regular basis before he could find the document he needed to send to the client, hindering his ability to conduct other client-related work.

2. Time Preparing Documents

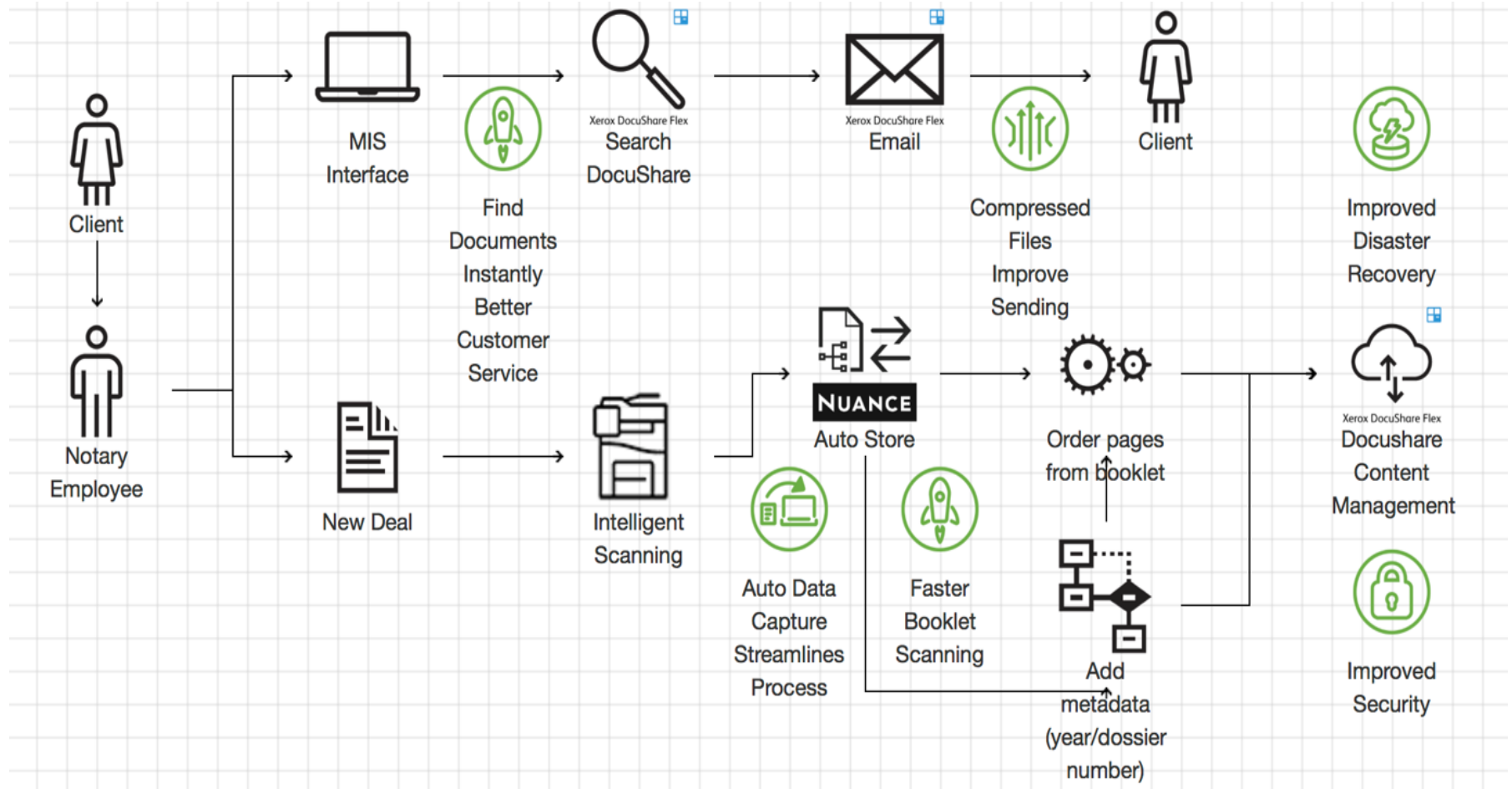
He began investigating scanning solutions to go with his multi-function printer. He wanted to create a dossier on each client that included mortgage certificates, insurance documents, street maps, and loan information related to the property. The format of the mortgage certificates complicated matters: each certificate was an A3 booklet, and ordinary scanners just saved the document as a PDF without ordering the pages. Employees spent entirely too much time scanning the A3 certificates, then splitting them manually, rotating and manipulating them in software, and making them readable.



BEFORE



AFTER



Financial Savings

Based on time savings alone, this customer would see a Return on Investment of approximately \$51,500.00 over the 5-year contract term. Although this is a "blue dollar" cost saving, it enables the user to spend more time on more important items within the business.

	Before	After
Finding Documents	\$7800.00 per annum	\$0
Scanning Booklets	\$6500.00 per annum	\$0
Total Cost of Process	\$71,500.00	\$0
Total Cost of Solution	N/A	\$20,000.00
Savings Over 5 years	N/A	\$51,500.00

Solution Link: [Find Out More on Xerox All Apps](#)

