



# Digital Transformation Guide for Lenders

Lenders would rather focus their resources and energy on:

- Growing revenues
- Improving profitability
- Standing out from the competition
- Delivering a superior customer experience

But the reality is back-office staff for most lenders spend most of their time on low-value, manual tasks that take them away from the things that really matter most. The root of the problem is the manual and semi-automated processes that most lenders rely on for capturing and managing critical information.

**Deep down, you know there is a better way. And there is.**

To drive organizational digital transformation, it is paramount the sources of data that come into the organization are captured and ingested fast and accurately into business processes.

**This guide will get you started.**



## Reasons Lenders Need Automation



### Inefficient operations

In the typical lending environment, staff spends lots of time keying data from lending documents, comparing information to ensure quality control and shuffling and searching for documentation. Worse, any spikes in volume require additional staff to manage the process. It is no wonder that the Mortgage Bankers Association projected that the average loan origination cost was \$8,000 just a couple of years ago.



### Regulations

Lenders face crippling fines and penalties if they don't keep their applications and other lending documents in order and cannot provide auditors with complete audit trails. Potential changes to the Uniform Mortgage Data Program will further increase the complexity of complying with regulations.



### Inadequate information

In the typical loan environment, key data is incomplete or inaccurate, data is not timely, systems are fragmented, and underwriters don't have ready access to all the variable they need to make funding decisions. Making matters worse, missing and inaccurate information can go unnoticed until late in the process, jeopardizing the closing date. Some underwriters spend countless hours comparing data across documents and systems to ensure accuracy.



### Poor customer experience

Lenders face ever-increasing customer demands for fast application decisions, process transparency, and quick answers to basic loan questions. But the approach to loan origination used by most lenders is hardly customer-centric. Approval cycles are long, it's hard to know the status of an application basic information is not readily available, and underwriters don't always know all the documents that they need an applicant to provide—requiring lenders to ask for information on multiple occasions.

**Lenders have no time to waste in addressing these issues. Rising interest rates and the anticipated decline of re-financing applications will put tremendous pressure on already meager loan margins.**

# Intelligent Information Capture in Action

If your organization suffers from inefficient lending processes, dissatisfied customers and lenders, inadequate information for making lending decisions or compliance headaches, then it's time to automate with a digital transformation solution featuring intelligent information capture.

## Ways that lenders can benefit from intelligent information capture:



### Increase efficiency

Automatically classifying lending documents and extracting critical data eliminates costly and error-prone paper shuffling and manual keying providing staff more time for value-added activities.



### Fund better quality loans

Automating the classification and extraction of data from lending documents accelerates the delivery of loan information downstream, enabling underwriters to make better informed decisions, faster. Integration with your LOS provides decision makers with all the information they need, in one place.



### Enhance the lending experience

Automation keeps your lending processes on track - and your borrowers and lenders happy - by enabling image and data workflows to be easily configured based on your business rules.



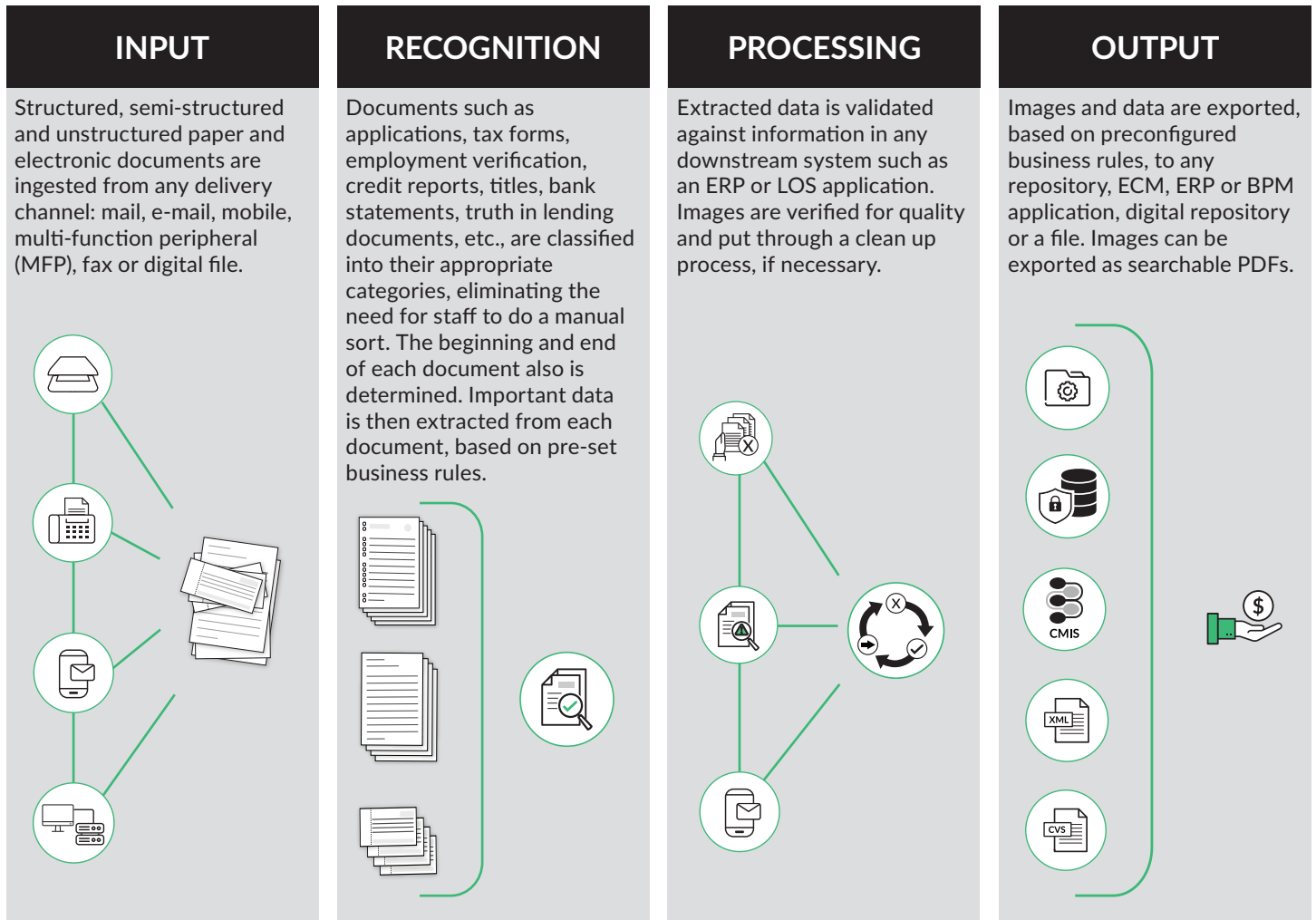
### Mitigate potential risks

Lenders can rest easy knowing that information capture solutions ensure chain of custody, create document-level audit trails, and prevent the possibility that documents will be lost or misfiled. The technology also can notify lenders of missing information, so it doesn't become a problem later.

Each of these benefits is compelling. Together, they empower lenders to stand out from the competition, reduce costs, improve profitability, and deliver an exceptional customer experience.

## Transform Your Lending Process

Intelligent information capture solutions transform the lending process with four critical capabilities:



Best of all, intelligent information capture supports every step of the lending lifecycle: loan and mortgage origination, processing, underwriting, closing, delivery, servicing and packaging.

## Critical Considerations when Evaluating Solutions

### Ready to transform your lending process?

Simplify the process of choosing a vendor and help ensure the success of your project by keeping in the mind these critical considerations below when evaluating potential solutions providers.

#### **Delivery model:**

Lower your costs and avoid potential implementation and support headaches by looking for a solution that is 100% thin client, with no need to install software on workstations

#### **Bundled features:**

Eliminate the possibility of hidden software license costs or critical gaps in functionality by purchasing an intelligent information capture solution that provides built-in enterprise-class forms processing capabilities such as classification and validation.

#### **Pricing model:**

The lending business is complex enough. Look for an intelligent information capture solution with a straight-forward pricing model. Be wary of solutions that come with click charges and additional fees for seat licenses, data validation or administrator seats.

#### **Ease-of-configuration:**

Configuring full-page classification and data extraction shouldn't be hard. Some information capture solutions can be set up with only a single sample page.

#### **Accelerated return on investment (ROI):**

Ask solutions providers whether they offer tools such as a library of pre-built mortgage documents to improve solution performance.

#### **Ease of integration:**

Look for a solution that can easily integrate into, or take in data, from other systems using modern integration techniques like Web services based Restful API. This will ensure quicker implementation and more modern software infrastructure that is easily maintained, and allows you to use best-in-class technology for each of the components in your tech stack.

#### **Cloud Enablement:**

Cloud may be a big part of your investments going forward. A multi-tenant cloud solution combined with an on-premise solution can ensure you have the best of both worlds. It can meet your baseline volumes and also allow you to scale for peak volumes. Or, you can plan to move totally to a cloud infrastructure in the future.

Selecting a solution that meets these critical criteria will help ensure the success of your project.

## How ibml Supports your Lending Transformation

ibml is a global provider of end-to-end information capture solutions.

Combining our best-in-class intelligent scanners with our advanced capture software and services, we empower lenders at every stage of their digital transformations by:

- Enhancing the experience and efficiency of stakeholders - customers, employees, vendors and other partners - with digital technologies
- Supporting multi-generational stakeholders as they interact across your organization using the devices, channels and media of their choice.
- Drive efficiencies across business processes to accelerate revenue cycles, reduce costs, deliver superior customer experiences and drive continuous innovation.

At ibml, we're focused on solving your most critical operational challenges with our intelligent capture solutions. We help organizations transcend silos to unlock actionable data, understand critical insights, and securely exchange critical information across the business. When businesses work with ibml to reach digital maturity, their leaders have seamless access to the right information at the right time to mark informed, strategic decisions.