

**Top Online Mortgage Lender**

# Faster access to information helps lender make money faster, serve customers sooner

*With OnBase, this lender achieved a 100 percent increase in speed of post-closing process.*

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## The Customer

The world's fiercest roller coasters have offered a gentler ride than the mortgage industry in recent years. Not many lenders can claim they weathered the storms as well as this company. Now one of America's top online lenders, the company has more than 20 years experience funding loans.

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## The Challenges

This lender needed to find a way to make information more accessible for users regardless of their location in the United States. The document-intensive loan origination process was slowing down. Staff was unable to find, use and distribute documents quickly and easily:

- Long lending cycles meant revenue couldn't keep up with available resources
- Declining staff productivity because too much time was spent looking for information
- Questions from applicants and customers took a long time to resolve

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## The Solution

The lender integrated its existing loan origination system (LOS) with OnBase. This provides quick access to documents that aren't typically stored in the LOS and helps users find information faster. Not only is this information accessible from the LOS, but users can access it anywhere with an Internet connection. With OnBase, the lender automated the entire loan origination process in six months and achieved improvements across the board.

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## The Results

With OnBase, the company could serve customers faster and make more money:

- Shorter lending cycles so revenue is recognized faster
- A 100 percent increase in staff productivity for the post-closing process
- A 90 percent decrease in time spent looking for documents, enabling immediate response to customer requests

**OnBase**  
a Hyland Software solution





**time to make a difference.**

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That's effective document and process management.

That's the OnBase difference.

Learn more at [OnBase.com/FinancialServices](http://OnBase.com/FinancialServices)

**OnBase**<sup>®</sup>  
a Hyland Software solution