

# Support your foundation with faster, cost-effective mortgage processes

*More than 4,000 financial services institutions call on OnBase to keep costs low and service high.*

## The Payoff

- Speed refinances and modifications
- Complete more mortgages with less resources
- Reduce manual, paper-based processes

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## The Basics

They say change is constant, but for mortgage lenders, that might be the understatement of the decade. Recent years have brought the highest of the highs and the lowest of the lows. Now, every completed mortgage brings a competitive advantage to its lender and increases the lender's chances for survival. Lenders must balance the desire for more business with the right amount of risk and budget savvy.

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## The Challenges

The challenges come from opposing sides. Mortgage lenders must find ways to keep costs conservative, but must maintain nimble processes to react to rapidly changing business conditions.

- Processing loan refinances and modifications quickly is now just as important as processing new loans
- Fluctuating interest rates mean lenders must keep up with loan volume feasts as well as famines
- Providing fast and accurate loan service is difficult with manual and paper-based lending processes

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## The Solution

OnBase offers proven solutions for every stage of the lending cycle. From origination and underwriting, through post-close and audit, to servicing and shipping and delivery, OnBase not only shortens the lending cycle, but it makes it more cost effective. As the industry continues toward a completely paperless mortgage, OnBase allows lenders to automate manual and time-consuming processes. Instead of tracking and maintaining documents, employees focus on customer service and industry trends to increase profits.

### ***Faster refinances and modifications mean a bigger bottom line***

Just as consumers benefit from speedy mortgage refinancing, so, too, do lenders. The faster you can process refinances and modifications, the faster you can focus on getting new mortgages – and profits – in the door. Just as importantly, customer service levels and opportunities for new business stay high.

OnBase eases these changes by automatically ensuring all information needed to refinance or modify the loan is accurate and complete. Once complete, OnBase automatically routes the loan through appropriate approvals. Timers and reminders help ensure the changes are made as quickly as possible. No longer devote staff to collecting and maintaining paper files – OnBase does it instantly and automatically. This helps you keep costs low and service high.

#### ***Respond to industry and interest rate changes without adding staff***

If you're like most lenders, you've noticed a pattern. When interest rates are low, loan applications pour in; when interest rates are high, application volume tumbles. Many lenders rely on costly and less-dedicated temporary staff to get them through peak periods. Now, there is a less expensive and more reliable solution.

OnBase integrates with your loan origination system (LOS) to allow you to respond instantly to interest rate or other industry changes in a few mouse clicks. Make changes to your business processes quickly to adjust thresholds and approvals. Respond in real-time to industry trends and watch your competitive advantage soar.

#### ***Shorten the lending cycle with faster, more accurate processes***

The mortgage process is infamous for being nothing short of paper overload. One mortgage file often exceeds 100 pages and includes multiple documents. OnBase stores these documents – regardless of format – as digital images to facilitate a paperless mortgage. Users access the documents when and where they need them, whether it's directly from a LOS system or a virtual e-folder.

OnBase integrates with other systems, too. Need to get a credit score or other data from a third party Web-based system before you can process a loan? OnBase not only automatically retrieves that information, but then routes all required information to the right underwriter. Virtually any manual, time-hogging process in your paper world can be automated with OnBase. No more lost or misfiled documents to chase. Instead, employees spend time with the best applications and the best customers to bring you the best profits.

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#### **Why OnBase?**

We know budgets are tight. OnBase saves you money with easy and instant integration with virtually any core system. But OnBase doesn't just save you money – it saves you time, too. Instead of chasing paper and manually managing processes, OnBase lets employees focus on the jobs they were hired for. This productivity boost is helping lenders worldwide process more mortgages with fewer resources. And in today's economy, you can't afford to get behind.

### **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 [Hyland.com/Financial](http://Hyland.com/Financial)

**OnBase**  
a Hyland Software solution