



Case study

Headquartered in Plymouth Meeting, Pennsylvania with branch offices coast to coast, New Penn Financial is a mortgage lending company committed to superior customer service. New Penn has earned a reputation for treating every customer with utmost courtesy and professionalism, with no delays and no surprises. They have made it their mission to create a painless and efficient loan process for each and every customer, without sacrificing a quality result.

New Penn built its business on being an efficient, customer-focused and responsible lender. Understanding that having a diverse customer base means that each loan process will be unique; New Penn strives to bring the highest level of personal service and attention to detail.



Need

With a processing load of approximately 2000 new loan applications per month, New Penn began to realize that the traditional paper process was not an efficient long term solution. The cost of paper, copying, storing and sending hard files was getting too high. To streamline the flow of loan documents, reduce the cost of hard-copy file maintenance, and also stay compliant with current security standards; researching a document management solution rapidly became a priority.

New Penn needed an affordable electronic document management (EDM) system which would enable them to increase efficiency while continuing to offer their customers the same high level of quality and professionalism.



Solution

When New Penn began researching an EDM solution, they considered many solutions including XDOC. Security, affordability and ease of use were high priorities for New Penn; ultimately looking for a solution that would meet their current needs, and also scale with the company for future growth.

What they didn't expect to find was an EDM that not only met their needs for efficiency and affordability, but was also tailored to the mortgage lending industry. It quickly became clear that, with its web-based application, tight loan origination system (LOS) integration, scalability and easy implementation, that XDOC exceeded their document management needs.

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President/CEO

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President/CEO



Results

New Penn was pleased to discover that through the successful implementation of XDOC, they were able to drastically cut their hardcopy processing – evolving their business to an efficient paperless environment.

“XDOC has allowed us to gain efficiencies that would not have been possible with paper files”, said President/CEO Jerry Schiano. “We looked at many imaging solutions and XDOC proved to have all of the features we needed to run our business with minimal disruption to our existing processes.”

XDOC has helped New Penn to significantly improved the management of their loan life cycle by allowing multiple users in multiple locations to work in a file at the same time. They’ve also been able to eliminate a majority of their previous copying, stacking and shipping tasks and expenses. “Working with Axacore, overall, has far exceeded our expectations.” Says Schiano, “Selecting XDOC for our document processing has made it possible for employees and affiliates to experience a level of collaboration we had never thought possible. We are now able to offer our customers the same level of professionalism and quality of service as before, but at a much faster pace.”

After the successful imaging implementation for all of their mortgage documents, New Penn took advantage of XDOC’s scalability and customization and began using it with their Human Resource department to further increase document efficiency in other departments.



For more info

Axacore, a Script Company, is a core technology provider of faxing and document imaging solutions. Axacore develops solutions that help organizations streamline paper-intensive business processes and automate the flow of documents to team members, customers, partners and vendors. For more information, please visit us at script.com/xdoc.

We are Script. Work confident.

Script Inc. has an unwavering focus on transforming document management and delivery within regulated industries. We have been highly successfully in helping our healthcare and lending customers streamline paper-intensive processes and protect sensitive and business-critical information.

Script works tirelessly every day to deliver customer value by harnessing cloud and on-premise document solutions that include Sfax, Stak, XDOC and FaxAgent. We remain dedicated to eliminating manual process and paper so that our customers can work better, with confidence. For more information visit www.script.com.