



Headquartered in Plano, Texas, with a dozen branch offices and 285 employees, WR Starkey Mortgage is a rapidly growing, vibrant and focused loan origination and servicing company. Their goal is to make the seemingly daunting mortgage financing process easy and enjoyable for their customers. WR Starkey understands that their clients want a hassle-free loan process, low rates, and confidence their loan is progressing as quickly as possible. Clients find that WR Starkey is one of the most technologically advanced originators in the business, resulting in enjoyable and speedy processing, underwriting and closing. Technology is a large portion of their focus now and into the future.

Case study

“ XDOC easily integrated with our existing backend loan processing system and had the mortgage specific options that we were looking for. ”

Bill Burke
Senior Vice President

Xdoc - A product of Scrypt, Inc.



Need

Due to their rapid success, WR Starkey began to expand and open branch offices nationwide. As the number of loan originations increased, the number of paper documents increased as well. WR Starkey was overflowing with paper, and running out of space to store documents on site. Their off site storage solution added a considerable amount of time to their business and loan processes. When a closer or underwriter at a different branch office needed access to a document, the off site storage vendor used overnight shipping, which was very costly added time to their loan process.

WR Starkey knew that new technology would cut costs, streamline their processes, and continue to give their clients the assurance that their loans are progressing as quickly as possible.



Solution

WR Starkey first used Alchemy in their attempts to move to a more paperless system. This program quickly became outdated, and without a fax solution or any mortgage specific options, it was not meeting their needs. When they began to research other options, they found the same issues as many other companies do. Prices were high, the product required several weeks of integration and training, and it wasn't targeted to the mortgage industry.

As the industry began to embrace the idea of the electronic delivery of documents, WR Starkey sought out a web based document management system containing a fax solution. What they found was XDOC and FaxAgent. By integrating both products into their current workflow system, over 200 WR Starkey employees were able to easily view, send, and receive documents throughout their branch offices.

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Results

Today, with the help of XDOC and FaxAgent, WR Starkey successfully processes more than 7,000 loans in a year, with considerably more efficiencies than using paper and overnight shipping. After the loan documents are scanned into XDOC or a fax has been received, a notification is sent to the appropriate person, allowing the next step to happen without delay. The loan originators, processors, and closers can view the files they need and quickly determine if a document is missing or if further information is needed, shaving days off of underwriting. Loan investors can view the documents online or print from XDOC, cutting out the need for shipping the documents.

“XDOC is a huge time saver,” Bill said. “It gives a lot of flexibility with how we do business. The support has been fantastic and Axacore is always extremely responsive.”



For more info

Axacore, a Scrypt 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 scrypt.com/xdoc.

We are Scrypt. Work confident.

Scrypt 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.

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

For more information, visit scrypt.com

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