

Scanning Client Files Improves Processes and Communication

An electronic document management system points Compass Mortgage toward better and faster customer service, not piles of paperwork.



XEROX® DOCUMATE® DEPARTMENTAL SCANNERS

We offer award-winning document capture solutions for personal, departmental and production applications. Xerox® scanners unlock the data in routine, daily paper documents to enable today's connected, digital workplace. Our software-driven hardware solutions provide the onramp to digital transformation.

Xerox® DocuMate® departmental scanners provide high performance and great value for large workgroups. Visioneer's exclusive OneTouch software, Acuity image enhancement and DriverPLUS technology provide unparalleled simplicity, performance and integration.

Visit www.xeroxscanners.com to learn more.

THE CHALLENGE

Compass Mortgage is a mortgage banker, not a mortgage broker. They originate, close and fund loans, saving customers time and money. Licensed in eight states, Compass produces a lot of paper.

Compass wanted to streamline workflows and reduce paper, so they scanned 250-page client files on a large, conventional copier. But the copier lacked throughput for high volumes of paper. It was too slow to handle big stacks of documents, and its image-enhancement technology was not very sophisticated. Compass sought a faster, more efficient way to scan files. But they didn't have much budget or floor space for more copiers.

THE SOLUTION

Compass found a complete document management solution in a Xerox® DocuMate® production scanner and Nuance® eCopy® ScanStation. The production scanner combined speed and versatility, while the eCopy ScanStation kiosk added network capabilities and a user-friendly interface.

With the ability to scan up to 40,000 images a day, and speeds up to 100 pages per minute, the Xerox production scanner made quick work of Compass's stacks of documents. Three advanced sensor systems prevented misfed documents from interrupting jobs. The eCopy ScanStation's full keyboard, mouse and touchscreen made it very easy to scan, convert, share and distribute documents right from the scanner.

THE RESULTS

Compass used our integrated solution to digitally archive their entire library of client documents. Now searching for and locating a document is as simple as typing a few keywords. New client documents are emailed instead of printed, unless signatures are required. Once signed, those pages are scanned and saved with the mortgage application.

Employee productivity is up while time spent retrieving paper files is down. Compass realized substantial cost savings and sustainability benefits while improving document management and client communication. And their clients are enjoying a faster, easier application process. Buoyed by this success, Compass added three more scanning stations.

Visit www.xeroxscanners.com to evaluate our scanners or connect with a salesperson.