

VisionContent: Lending

A simpler way to capture loan documents and improve service to your customers throughout the lifetime of the loan

Time is money. Few business people are more acutely aware of the power of this statement than financial professionals. Speed and accuracy have never been more crucial to business success, particularly in the highly competitive financial services market, where efficient use of resources and superior customer service hold the key to increasing revenue and reducing costs.

Optimizing customer service in your lending department offers an excellent opportunity to achieve these objectives. And now Metavante Image Solutions offers a lending application that allows you to address the needs of loan customers quickly and easily – enabling you to provide a level of service that sets you apart from your competitors.

The VisionContent: Lending solution captures, stores, and provides an easy way to retrieve scanned images, word processing documents, spreadsheets, and any other document associated with a particular loan. And all the documents are securely and centrally stored, yet instantly accessible to qualified personnel, regardless of geographic location.

A Solution Designed for Lenders

What makes Metavante's VisionContent: Lending solution unique is that it is designed to allow lenders and customer service representatives (CSRs) to get back to doing what they do best – helping customers borrow money. With this in mind, the interface is easy to use, because the application is customized to capture and

retrieve loan documents, and the features are designed to meet the distinctive requirements of a lending application, such as managing trailing loan documents.

Key Benefits

- Enhanced customer service
- Reduced loan maintenance costs
- Streamlined business processes and operational efficiency
- Improved data integrity
- Improved bottom line results

An added benefit of the Lending solution is that documents are protected from loss or damage, storage requirements are greatly reduced, and time-consuming manual searches are virtually eliminated. Throughout the lifecycle of the loan, all related documents are scanned into the customer's digital lending folder. And rather than searching, sifting, and shuffling through piles of paperwork, lending personnel can instantly browse documents directly from their desktops, making the loan process more efficient for both customers and bank employees.

While the solution provides obvious benefits, such as increased document quality, risk reduction, and improved customer service, the efficiency of effectively managing loan documents is equally impressive. By eliminating the need to maintain paper files in the processing center, the savings in storage space costs alone can be substantial.

Your institution can also use the optional VisionContent: Lending - Retriever module to provide one-click access to loan documents from within your loan servicing system, teller platform, or core system.



VisionContent: Lending

Providing your users quick and easy access to these critical documents from within their usual systems, without the need to launch a separate application, saves training time and improves response to the customer.

Combined with the elimination of microfiche, as well as the significant time savings in manual document retrieval, research, and re-filing, this solution presents a return on investment few technologies can match. For financial institutions with active growth strategies, the VisionContent: Lending solution can have a positive impact on your bottom line. After all, time is money – as are quality, security, accuracy, customer satisfaction, and retention. Streamlining the loan process is one way institutions can harness more of each.

Features

- **Multiple capture options** – Documents can be captured centrally or at the point of origin using options such as branch capture and fax. These options provide immediate access to data.
 - **Barcode/OMR separator sheet generation and recognition** – Makes document recognition and indexing automatic. ICR and OCR recognition capability is also available.
 - **Automated tracking of missing or expired documents** – Lenders and supporting loan personnel can easily track trailing and expired loan documentation.
 - **Document-level indexing** – Decreases customer response time by enabling loan personnel to search for specific loan documents.
 - **Search result customization** – Simplifies the document search function by allowing you to create shortcuts to frequently requested customer information.
- **Browser-based client** – Enables quick and easy installation. The viewport design facilitates organization of and focus on specific aspects of the user's job function.
 - **Core platform integration option** – Access loan documents and other supporting information from within most core systems, loan servicing systems, and teller platforms – providing seamless integration for users.

Contact Us

For more information, contact Metavante Image Solutions at 1-800-822-6758, or visit us at metavante.com.