



## Case Study

# Specialty mortgage service provider achieves near-perfect compliance rates, backed by high-volume production scanners from Kodak Alaris

Company serves lenders and investors, including eight of the top 10 U.S. residential mortgage servicers

### Situation

Older scanners cannot satisfy larger demand for electronic records.

### Objective

Implement scanners and solutions that evolve with increasing volumes and provides comprehensive capabilities for digital documents and e-record needs.

### Solution

Five **Kodak** i5600 Scanners.

### Results

The company now scans over 10 million documents each year, nine times their previous volume. They are able to fulfill county document requirements in all 3600+ recording jurisdictions nationwide, and their eRecord rate is over 70% with a rejection rate of less than 1%.

When you're processing 10 million pages a year, you can't afford long periods of downtime in your scanning and document processing areas. This mortgage service provider is proud of its 99.8% compliance rate as their land records and document experts track and fulfill county requirements in over 3600 jurisdictions nationwide. As a company built on dependability, they appreciate the same quality in their **Kodak** i5600 Scanners.

The company is one of the largest lien release and assignments providers in the world. With over 300 employees, and almost 25 years in business, they continue to expand, adding new clients and increasing work with existing customers. It has been ranked among Inc. Magazine's fastest-growing private companies on multiple occasions.

### Needs for digital documents and e-records increase

As business volumes expand, the demand for electronic access has also escalated. Data accuracy continues to be a critical factor. The company focuses on delivering the highest level of accuracy in document processing, to protect homeowners and help the mortgage banking industry, while preserving national land records.

Goals like these place great emphasis on scanner performance. For nearly eight years, the company used an array of **Kodak** i600 Scanners, but growing requirements for digital transmission to county agencies meant scanner upgrades were required.

Like the rest of the world, stakeholders wanted information faster, for a lower cost, and in electronic formats.

The company's Scanning Lead, and other decision makers explored a mix of scanners from Kodak Alaris and other manufacturers to find the right equipment for their upgrade. "We tested and tried out one competitor to Kodak Alaris that offered an acceptable machine, very low priced, but made cheaply in terms of build and components," the Scanning Lead says. "Another company provided a decent scanner but it didn't handle our broad mix of documents well, too many jams and interruptions." The company processes an extremely wide range of document sizes, weights, and types: everything from third-generation photocopies to 30-year old mortgages to check stubs and beyond.

### **Kodak i5600 Scanners outperform tested competitors**

Working with 1st Run Computer Services, a Kodak Alaris Channel Partner, the company decided to invest in five new **Kodak i5600 Scanners**. "Our bottom line is quality and reliability, and the i5600 Scanners come through for us on both counts," the Scanning Lead notes. In terms of why they chose Kodak Alaris, he cited several reasons.

#### **Perfect Page technology -**

This image-enhancing technology of **Kodak Scanners** creates a very clean image "sometimes even better looking than the original" with no artifacts, dust particles, marks or other anomalies." He says they have had documents rejected by some counties for something as minor as a faint line down the center, so providing "perfect" images is essential. He also values the ability of Perfect Page to "bring up" everything that's handwritten or stamped on documents, such as initials, signatures, guarantees, seals and stamps, noting how the legibility of these important elements can't be underestimated.



#### **Proven accuracy**

Combining the sharp optics of the i5600 Scanners with Perfect Page technology creates cleaner, crisper documents. The rejection rate for eDocuments from the company is now below 1%.

#### **Minimized sorting and prep time**

A pre-sorting team logs in all document sets and adds identifier pages, but does not have to spend much time separating document types by size or paper characteristics, as the i5600 Scanners handle mixed batches seamlessly without issues.

#### **Production at rated throughput**

A must-have for the company's daily volumes and customer demands.

#### **Impressive, higher-volume scanning capabilities**

Since upgrading to the i5600 Scanners, the company has increased its annual scanning volume from 1.2 million to 10 million+ pages per year.

#### **Service & Support from Kodak Alaris**

Working with a primary Field Engineer (FE) offers several advantages.

1. Proactive maintenance, making sure their scanners are running optimally and heading off potential issues before they become production-stopping problems.
2. Useful tips, helping operators learn how to perform routine maintenance and solve situations without a service call.
3. Extensive knowledge, providing fast diagnostics and completing repairs quickly.

#### **Craftsmanship is key**

When giving his overall impression of the combination of **Kodak i5600 Scanners** and service and support from Kodak Alaris, the Scanning Lead says, "As far as the hardware is concerned, I am impressed with the craftsmanship, the build quality, and the life-long durability. The software updates are useful and well implemented; they simply make the whole system better. And I can't say enough good things about the comfort level we get from the service."

#### **Want to learn more?**

Call: 1-800-944-6171

[www.kodakalaris.com/go/IM](http://www.kodakalaris.com/go/IM)

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