CONNECTING SYSTEMS, PEOPLE AND PROCESSES WITH WORKFLOW

Three steps to automated success

Hyland

Introduction

Excess demand is a fantastic problem. Except when it's demand for loan documentation from auditors or regulators. Or excess demand is causing internal bottlenecks, slowing your loan process.

Many lending institutions realize they need workflow capabilities beyond what their core banking platforms provide. For most, that means electronic document workflow, which automates and connects business processes. Loans are handled faster and more efficiently, and the business easily provides documentation to external stakeholders.

How can you reap these benefits? The following three simple steps show you how to use workflow to optimize your processes and increase the speed and accuracy of your lending institution. With workflow, information is current, loans close quicker and documents are easy to find and share.

You just need to answer one question: Are you ready to stop relying on paper and connect your organization with instant access to information?

STEPS:

1 Connecting your systems to increase communication

2 Connecting people with documents and information, automatically

3 Connecting your processes to optimize them

1

Connecting your systems to increase communication

As financial institutions rely more and more on technology, it's imperative that systems easily communicate. No more silos.

A recent article in "Financial Times" echoed this belief because so many financial institutions are dealing with this very subject. "Digital efforts in many firms lack scale, are disjointed and are often the pet project of one silo within the organization," it reads.

Systems that lack communication slow things down. In an age of increasing digital connectedness, when the technology employees rely on every day can't talk to each other, it frustrates them. It also negatively affects business relationships outside the organization.

To better meet the needs of customers and members in a competitive environment, financial institutions need to get as much value as possible out of existing technology and resources. One of the most cost-effective options is to use digital workflow to increase the capabilities of your existing document management solution or enterprise content management (ECM) solution.

Workflow automates processes and the routing of documents, empowering your organization to work faster and more efficiently. Since documents are also easily accessible in a central database, there's no more searching for them. With information at their fingertips, employees focus on organizational goals — like increasing your customer base.

TYING SYSTEMS TO THE BOTTOM LINE

Let's take a quick look at how workflow's ability to connect systems affects the bottom line. Workflows begin with events, like when you ingest a loan document into the system. Most loan operations departments receive daily "paid off" reports. At that point, they determine if overpayment refunds are required or if they need to release or return collateral. Then they initiate record retention periods for the loan files. It's a slow process, especially when employees have to wait for paper documentation or systems can't share information.

Workflow speeds the process dramatically by sharing that information between systems, identifying process triggers and then automatically delivering the documents — and related information — to the people who need them. Everyone who needs to see information receives an email notification alert, letting them know that work is ready to occur.

That's how connecting your systems increases communication, speed and accuracy — ultimately affecting the bottom line.

CONNECTING SYSTEMS TO MAKE THEM WORK FOR YOU

To connect your systems without disruption, the right workflow solution should be simple to configure and easily integrate with your existing systems, including your core banking, loan origination and other critical line of business systems. This gives the technologies you rely on every day the ability to communicate seamlessly with one another. You should also make sure your workflow solution integrates without custom coding, so when you're ready, you can easily expand iton your own.

2
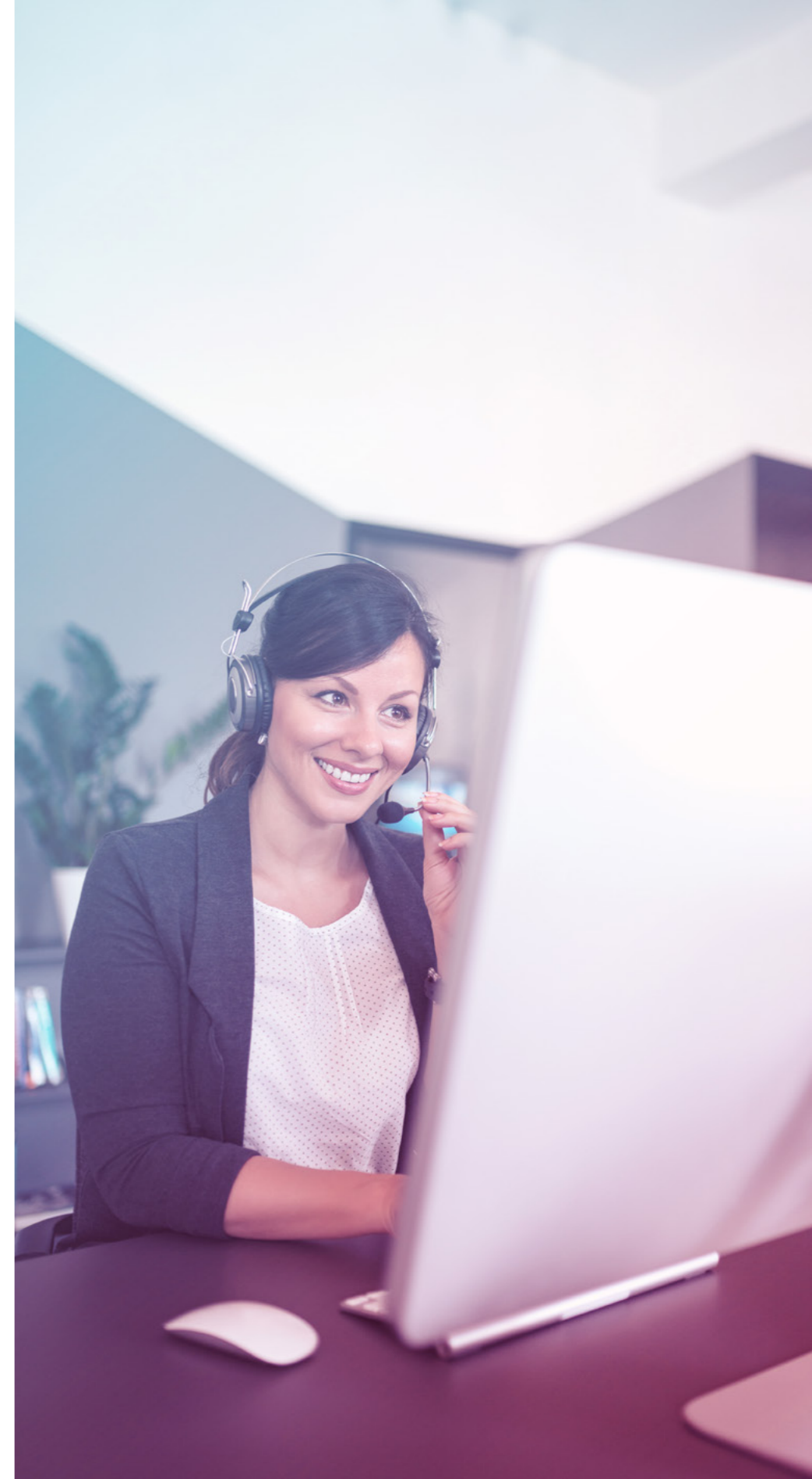
Connecting people with documents and information, automatically

Now that we've looked at how connecting your systems with workflow helps rid your organization of information silos — including those found in your core banking or loan origination platforms — let's see how workflow connects people with the information they need by automating manual and paper-based work processes.

First, let's admit that no matter how hard we try, some processes still rely heavily on paper. And as much as we'd like, we'll never be rid of paper entirely. But we can take steps to electronically capture the information on that paper, priming it for the workflow process.

Once stored electronically in a central database, you can give your employees instant access to that information. More than that, by using workflow, you can push that information out to employees instantaneously, automating processes and connecting people through information.

The mortgage origination process is a great example. Your loan origination system (LOS) has an internal workflow that collects data in the application phase. Ultimately, the workflow places loan requests into a status or work queue where they sit and wait for underwriters to make decisions. When underwriters retrieve loans from the queue, they gain access to all the information the originators entered. In most cases, they also receive paper loan files with supporting documents.

> *"Our mortgage files are just huge — at least 100 pages of paper each," says Denise Merkel, AVP of Data and Financial Services for PyraMax. "We knew if we could eliminate some of that paper, we could increase the speed of the lending process and service to our clients."*
>
> *- PyraMax did just that. And saved $10,000 every month in paper costs.*

This is where content services helps. Working behind the scenes, content services solutions integrate systems with data from your LOS and transactional workflows. By letting users stay in familiar business applications, they avoid the need to log in and out of different systems, creating greater productivity. They immediately find the documentation they need, when they need it. And, if done right, that increased speed and accuracy translates to superior service.

By using workflow to move documents forward, you revolutionize your loan process. Like Milwaukee-based PyraMax Bank did.

Automated workflow provides benefits that don't exist in a paper-based world, seamlessly connecting people with business-critical documents. Additionally, automatically receiving, routing and completing all relevant documentation speeds up your loan process so you recognize profits quicker.

3

Connecting your processes to optimize them

Now that we've looked at how using workflow to connect systems and people ensures stakeholders know the statuses of important processes, let's take a look at how to use workflow to connect those processes.

Workflow isn't just a way to auto-matically push documents through work queues — it also optimizes your processes. It does so by using a framework of consistent rules that efficiently route electronic documents without manual intervention. By presenting users with all related documents simultaneously, workflow facilitates business transactions. That means employees aren't repeatedly asking for emails, searching through file cabinets or waiting for documents.

Workflow also gives you visibility into your processes, so you know exactly where things are and manage the organization based on real-time information. That's the key to connecting your processes — making sure you're sharing current information.

Using workflow increases your speed and accuracy by eliminating any variances in the way individual employees handle processes, therefore reducing any associated risks. Ensuring that employees always handle processes the correct way helps you stay in compliance with local, state and federal regulations. Workflow also shows you real-time document and process status, as well as historical data, which saves time and energy when preparing for audits.

From accounts payable to human resources and contract management, workflow expands beyond banking processes to eliminate paper across your financial institution. Here's how it makes sure work doesn't slip through the cracks:

- Automatic email notifications alert users when their participation is needed
- Configurable timers move documents through processes without manual intervention
- Role-based calendars and load balancing ensure documents are processed efficiently by available users

INTEGRATE TO TIE EVERYTHING TOGETHER

An important aspect of any content services solution is its ability to easily integrate with the core banking system you rely on every day. Integration ensures compatibility, so your workflows are automatically forwarding documents that are usable. That's why the solution you use should also be able to handle any document type or file format.

By using advanced workflow to ensure that the right people have immediate access to the right information, you decrease bottlenecks and keep your mortgages moving forward. It helps families move into their homes sooner. That's why increasing the speed, accuracy and visibility of your loan process is so important.

Connecting your systems, people and processes with workflow helps you move quickly and accurately without misplacing documents. That gives you a competitive advantage in the marketplace, because your employees are empowered to focus on customers and members. And that's the most important connection of all.

Hyland®

Learn more at **Hyland.com/FinancialServices**