

# NUANCE

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## CASE STUDY

### PaperPort Enables Eagle National Bank to Improve Customer Service and Employee Productivity

Digital Loan Package Workflow Streamlines the Approval Process

#### CHALLENGE

Allow loan processors to collect, manage, assemble and archive loan packages at their desktops from a number of different paper and electronic sources.

#### STRATEGY

Use PaperPort with high speed scanners and DesktopDelivery to digitize and distribute documents to each individual loan processor's workstation so packages can be prepared and linked directly to each customer's account.

#### RESULTS

Transformed a paper workflow into a digital one allowing the bank to process more loan packages faster without having to add more employees.

Eagle National Bank prides itself on the quality of service it offers customers as a key market differentiator. You may be old enough to remember when banks provided exceptional service, but the memory is probably growing dim. Constant mergers and the steady erosion of professionalism have forced customers to lower their expectations, and then lower them again. Eagle National is not a mega bank and has no ambitions to become one. They have found that staying small is the best way to control the quality of their service. Currently they have two offices serving Philadelphia's western suburbs offering a complete range of financial services for individuals, families and businesses.

**"By replacing our paper documents with digital ones we have increased the efficiency of our loan process. The time we will save down the road will be enormous."**

**Murray Gorson,  
Chief Technology Officer,  
Eagle National Bank**

Eagle National's core business is funding personal and business loans. This generates paperwork, and a lot of it. Typically a loan document package can consist of anywhere between 10 to 20 documents that can be up to 100 pages. Some of the documents have signatures and many are copies

of copies. Organizing and keeping track of all this paperwork can be a real chore. Murray Gorson, chief technology officer for the bank, knew as Eagle National grew they needed a way to streamline their loan package assembly and storage process because handling the increasing amount of paper was both costly and inefficient. According to Gorson, "There was no doubt we needed a tool to help us manage our flow of paper. The problem was finding the right one. We tried a number of different software packages that weren't successful for us. Their document management interfaces were real ugly. Then we found PaperPort. Version 4 came bundled with a scanner we purchased. We began using it and just fell in love with it. It was so much easier to use than any other product we tried."

Eagle National has remained loyal to PaperPort. Constant usability improvements and the introduction of new features have made the product more useful to Murray's team as each new version was introduced.

Adds Murray, "PaperPort has evolved from a simple scanning tool into a true document management system. Over the years it has become easier to use while providing more document management capabilities. PaperPort isn't just a great organization tool, but a great document management tool. The introduction of support for PDFs has been absolutely great for us because PDFs are so easy to email and archive. PDF isn't a proprietary format, so I know ten years from now I won't have any trouble opening the files."

PaperPort has become an essential application Eagle National's loan underwriters rely on every day. They have transformed their paper loan workflow into a digital process. All loan related documents and financial records are scanned into PDF files so they can be organized, assembled and linked directly to their customer's accounts – eliminating the hassle of

working with paper files. "By replacing our paper documents with digital ones we have increased the efficiency of our loan process. The time we will save down the road will be enormous. I tend to upgrade when a company releases a new version of software I use. I was really looking forward to PaperPort version 10 because I could see new features that I knew were going to save us even more time. Version 10's DesktopDelivery feature has accelerated our workflow by allowing us to use high speed scanners and automatically route loan documents to the correct processor's desktop as they come into the office. The split desktop makes it especially easy for us to reshuffle documents in a loan package or work with documents in different folders. These new features are great time savers. PaperPort is simply a terrific product. I don't know how we could be as efficient without it."

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