



EDITOR'S NOTES

Broaden Your Mind

Too often mortgage executives think small. They isolate a singular problem and look to fix it instead of thinking bigger about how maybe a part of the process itself should be changed instead of just solving one little problem. Let me tell you a story:

Gateway Mortgage recently expanded their use of Axacore's XDOC document management platform beyond loan origination into their human resources and loan servicing departments.

Gateway implemented paperless workflows to help eliminate the regulatory and management risks inherent with paper. XDOC's built in scalability and flexibility made it easy for Gateway to initiate paperless processes across more of their organization. Axacore worked with Gateway to create multiple projects that are integrated and configured independently of each other, which helped Gateway achieve their company-wide goal of expanding document controls past loan originations.

"Our loan origination process was paperless, however, certain back office and servicing functions were still relying on paper, which created a lot of risk," said Kevin Osuna, Senior Vice President of Mortgage Servicing at Gateway.

"Because XDOC is so flexible and scalable, we were able to easily deploy paperless workflows independent of what we had in place, yet on the same platform very simply," added Osuna. "We have relied on Axacore's expertise in all things document management for several initiatives in the past few years and they always deliver."

"All too frequently we see lenders go paperless for their loan originations, then forget about the back office and post origination functions. In today's highly regulated environment, the risks do not stop after a loan funds," Said Aleks Szymanski, CEO Scrypt, Inc. "Gateway's ability to recognize these risks, and their willingness to tackle them head on by expanding their use of XDOC made them a pleasure to work with."

Why am I sharing this story with you? Because it's an example of the benefits that can be achieved by branching out and thinking bigger. Going paperless in one part of your business is great, but going completely paperless is even better. It's time for the lending industry to think holistically instead of just looking for quick fixes to a tiny problems. ❖