

success story:

# How A Leading Bank Successfully Integrated 130,000 Acquired Loan Files: Five Best Practices

For a top-20 U.S. bank, the acquisition of two smaller banks created a huge influx of mortgage and loan files.

To integrate the acquired files into its existing operations, the bank needed to undertake four steps:



Review and organize the files, purging all non-records.



Convert retained paper files to the bank's standard formats for folders and labels.



Scan critical loan documents with over 99 percent accuracy.



Re-file retained paper files into the bank's loan vault.

## Why They Outsourced to TAB

**The bank's existing loan processes and practices had been in place for some time, and had been working very well to this point. These included:**

- folder and label standards for all mortgage and loan files
- an internal scanning process for new loan documents
- retention of paper documents required for ongoing loan management and compliance

However, the bank's internal filing and scanning team had never handled such a massive influx of acquired loans. Processing and imaging over 130,000 acquired files would have overwhelmed the internal team and taken months or years to process.

In choosing TAB to help, the bank knew it needed an experienced partner that could process the acquired loans quickly and accurately without disrupting normal operations. This approach would allow the bank to focus on its internal business process, using TAB as a trusted extension of its own team.



## Five Elements of a Successful On-Boarding Project

Over a 38-week period, TAB worked to process, purge, scan and re-file the acquired mortgage and loan documents. The bank was very pleased with the way that TAB managed the process, and most importantly, with the final result: the seamless integration of all acquired files.

**Here are the five factors that helped ensure the success of the project:**

### Establish a Secure Workspace

Processing over 130,000 files in an orderly fashion – while avoiding lost files and ensuring privacy and security – requires a dedicated, secure workspace. Unfortunately, space was at a premium at the bank headquarters, so TAB was able to identify and establish a temporary workspace in the offices of one of the acquired banks. This ad hoc workspace soon became a hive of activity, allowing the onboarding team to review and image the loan files quickly and securely.

### Purge and Save

File onboarding and document imaging are two projects that can get expensive quickly if you are not selective about the documents you are processing. In TAB's experience with thousands of acquisitions and document imaging projects, we have seen that duplicates and other non-essential documents can make up over 50 percent of the contents of a file. By reviewing each file prior to processing, and purging unneeded documents, the bank was able to avoid the significant costs associated with scanning and storage of those files (physical and digital).

## Take Advantage of Opportunities to Save on Storage

On-site storage can be expensive, especially in major cities. During the project, TAB identified the opportunity to place the acquired documents into two streams: collateral and non-collateral. The collateral stream consisted of documents that the bank needed to retain for the duration of the loans in order to help with the closure and release process. Non-collateral documents did not require retention for the full lifecycle of the loans, so the bank was able to move them into offsite storage, placing them on a three-year hold prior to destruction. By storing the non-collateral documents in less expensive off-site storage, the bank was able to save money and reduce clutter in the active vault, allowing it to operate more efficiently.

### Use Trained Knowledge Workers for Speed and Accuracy

TAB's expertise at recruiting and training ensured that a winning team was in place to process the acquired files and manage the imaging process. These are not tasks that can be performed by just anyone. In order to be fast and accurate, and to spot potential issues, the onboarding team requires knowledge of records management principles and a deep understanding of loan processes and documents. These qualities were essential for the team to meet the high standard of accuracy required by the bank. Because of its experience with acquisitions and imaging, TAB was able to build the team quickly and at scale, hiring and training over 60 knowledge workers in just 4-6 weeks.



## Trust an Experienced Partner

The bank's decision to work with TAB was based on a few key factors: TAB's ability to provide a complete solution, and trust. Through its long relationship with TAB, the bank knew TAB would deliver as promised – and that TAB's experience would be a big asset as the project unfolded. And the bank was right on both counts.

For example, as part of the acquisition and consolidation process, the bank was committed to assisting outgoing staff with their transition to new employment. Working closely with the HR team at one of the acquired banks, TAB was able to find roles on the onboarding team for many staff members that would otherwise have been let go sooner.

TAB was also able to deliver a big win in the area of cost savings. TAB's intimate knowledge of shelving solutions allow it to identify an opportunity to salvage and redeploy several mobile shelving units from one of the acquired banks. By recommending the re-use of existing mobile shelving systems instead of buying new shelves, TAB was able to save the bank tens of thousands of dollars.

**As the bank learned, these are kinds of things that only a trusted, experience partner can bring to the project.**

## A Successful Onboarding By the Numbers

Project planning:	<b>4 weeks</b>
Processing and Imaging:	<b>34 weeks</b>
Loan and Mortgage Files:	<b>139,304</b>
Documents Processed:	<b>1,920,599</b>
Images Created:	<b>25,751,873</b>



### UNITED STATES

888-822-9777

### CANADA

800.387.6212

[tab.com](http://tab.com)

