

CASE STUDY

Mortgage Group Saves with Improved Document Management

A Fiserv Lending Solutions customer needed a better way to manage and deliver checks, letters, reports, and other business critical MortgageServ output. By implementing the AnyQueue® solution, the company was able to eliminate an outdated print server and report server, implement electronic check printing, and achieve substantial savings.

ORGANIZATION

Originating and servicing a home mortgage requires a huge amount of information. Long before and after an actual mortgage check is disbursed, the lending bank creates, tracks, and processes documents related to that loan.

From its headquarters in Portland, Maine, TD Banknorth, N.A. provides banking and financial services to customers in six Northeastern states. The company's consolidated assets of \$32 billion make it one of the top 30 commercial banking organizations in the U.S. One division of the company, TD Banknorth Mortgage Group (TD Banknorth), specializes in providing mortgage lending services for homebuyers.

ENVIRONMENT

TD Banknorth is a Fiserv Service Bureau Client that receives data from the MortgageServ loan servicing system running on Fiserv's mainframe. In the past, Fiserv mainframe applications transmitted checks, letters, and reports to a report server and RJE based print server at TD Banknorth. This output was subsequently printed and distributed by TD Banknorth IT staff or stored on a report server.

NEED

The print server vendor notified TD Banknorth that they were phasing out support for the version of the print server that TD Banknorth was using. John Bissonnette, Assistant Vice President and Systems Analyst for TD Banknorth, explains, "I assumed we would simply upgrade our print server to a later version." However, when his team examined the overall environment, they discovered TD Banknorth was already pushing the limit of the product's current routing capabilities.

In addition to increasing the system's flexibility, TD Banknorth wanted to replace expensive pre-printed check stock and other specialty paper with electronic forms. This would enable them to enhance the appearance of their documents and incorporate their logo onto their checks and forms.

GREATER CONTROL OVER OUTPUT DELIVERY

After learning of TD Banknorth's requirements, Levi, Ray & Shoup, Inc.



Banknorth Mortgage Group

In addition, the process of managing the environment had become inflexible and cumbersome. For example, end users were unable to monitor or manage the Novell print queues that fed the print server, putting additional burden on the administrators. Furthermore, managing the solution often required physical access to the server, which hampered security team efforts to relocate all critical servers to a secure location. Finally, the print server's dongle-based license enforcement approach hampered TD Banknorth's ability to install and run the software at another site in case of a disaster.

(LRS) invited the TD Banknorth team to participate in a live Web-based demo of its AnyQueue solution. TD Banknorth was impressed with the intuitive user control features and remote access capabilities. The group quickly realized that AnyQueue could address the shortcomings of their existing solution. "I originally thought we would just upgrade our outdated print server," Bissonnette notes, "but after seeing the AnyQueue solution, we realized there was a better way!"

With assistance from an LRS® Systems Engineer, the TD Banknorth team replaced its dedicated report server and RJE print server with a single TCP/IP based AnyQueue server. The solution's browser-based interface enabled print administrators at four locations to

coordinate the release of check runs and other print jobs.

TD Banknorth's AnyQueue configuration features redundant printer destinations, allowing analysts to re-route output to nearby printers in case of a problem. Today, TD Banknorth boasts zero downtime printing critical business documents. This is a welcome change from TD Banknorth's old system, in which analysts had to search for problem jobs one folder at a time. According to Bissonnette, "AnyQueue gives us a one-stop shop that simplifies output management. We can filter the views based on printer status conditions, locations, printers groups, and also combine the variables."

MortgageServ output is critical to TD Banknorth's operation, especially check runs. The AnyQueue server receives check data from the Fiserv mainframe in a paused state, allowing the check-printing operator to prepare the check printer before releasing the job.

For MortgageServ reports, the AnyQueue/PageSorter® module uses MortgageServ header information (%H) such as the job name and date to provide meaningful report names – a great improvement over the previous solution.

LOW COST ELECTRONIC CHECK PRINTING

To complement their new AnyQueue system, the TD Banknorth team implemented an LRS electronic forms solution for their escrow checks and buy forms. This helped them eliminate costly

pre-printed forms and check stock, as well as the expense to design, store, and maintain checks.

The new electronic check solution enabled TD Banknorth to use laser check stock with a much higher level of built-in security (ink and etching). After receiving check data from the Fiserv

The potential for savings was tested soon after the system was put into production. When the bank's name changed to TD Banknorth, LRS updated their electronic check and logo at a minimal cost.

THE ANYQUEUE SOLUTION

By implementing AnyQueue, TD

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— John Bissonnette,
Assistant Vice President and Systems Analyst

mainframe, the check-printing operator can print the checks as needed on any laser printer using inexpensive check stock. This has reduced the cost of check disbursement by a factor of three, while also increasing staff efficiency.

As a result of the LRS solution, TD Banknorth no longer needs an outside company to create and maintain their pre-printed stock. Furthermore, since LRS created the forms as a part of the AnyQueue trial, TD Banknorth did not need to invest in an expensive forms design tool, saving them additional tens of thousands of dollars.

Banknorth quickly improved how they manage and deliver MortgageServ mainframe output to their remote printers. The solution simplified TD Banknorth's environment, fit their disaster recovery needs, and allowed the bank to introduce customized electronic check printing with minimal expense.

According to Bissonnette, "AnyQueue has improved life for our team. After many years of holding on to it, I was finally able to throw away the manual for our outdated output system."

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