

## **Image Deployment**

**Client Need:** A community bank purchased an imaging solution directly and wanted assistance with effectively deploying the technology to maximize leverage.

**Solution:** BenchMark Consulting evaluated current workflows, staffing levels and purchased imaging technology functionality, from which new workflows and processes were developed. A roadmap for image technology implementation across the lending division was developed. Recommended process solutions to enhance document management, document sharing, indexing and adverse action tracking were developed, and upstream workflow efficiencies benefiting the loan servicing environment were also presented.

**Results:** With the recommended improvements, the client was able to absorb rapid growth without adding staff. Process enabling technology as recommended by BenchMark was acquired.