

CUSTOMIZED MORTGAGE PACKAGES

THE OPPORTUNITY

A leading professional service provider to the mortgage and banking industry needed a partner with expandable manufacturing capacity capable of producing personalized mortgage packages with 24 hour Service Level Agreements and 100% document audits. The packages include 4 color, variable length documents that contain customer mortgage information for the MHA and other home refinancing programs. The packages also required in and outbound FedEx labels along with an auditable manifest that reported the FedEx tracking numbers. Because of the personal information included in these documents, security was critical. The expectation of the mortgage and banking industry is zero security breaches. The volume of packages in any given 24 hour period varies from 15,000 up to 30,000 FedEx packages with page counts ranging from 2 to 36. The SLA dictates that all documents received before midnight must go out the next day via FedEx.

THE SOLUTION

RR Donnelley recommended a solution leveraging three technology platforms. The IP 5000 was the print engine for the job. This is a 4 color inkjet web press capable of running 400 feet per minute translating to 25,000 simplex images an hour. The second piece of technology was the inTemail Model A feeder with JetVision Software and output conveyor which completes the collating and auditing process utilizing a 2D barcode camera. The last and most important piece of technology utilized was the Sefas post composition and Automated Document Factory workflow software. PDF documents were received from the client and entered into the workflow. Producer, Sefas' ADF application, indexes the files and communicates with the FedEx Ship Manager servers located at RR Donnelley to generate outbound/inbound digital FedEx labels. The labels are added to the print stream along with 2D bar codes that track the individual documents at a page/image level. This file is then set up in the correct imposition for the digital web. As the printed documents are fed through the inTemail feeder, the cameras read the barcode for print stream continuity while writing a log back to the Producer ADF for audit reporting.

THE RESULTS

The Mortgage Service Provider, along with the help of their integrated partner RR Donnelley, can now confidently adhere to the mortgage and banking industries stringent SLA requirements. The capacity of this system is greater than any other on the market and the scalability is significant. Currently up to 30,000 FedEx packages move through production every day. The reputation that the client has earned in the market place because of this capability coupled with their other service offerings makes them second to none.

30,000

CUSTOMIZED KITS
MAILED DAILY

100%

ACCURACY



AN RR DONNELLEY COMPANY

