

# Case Study

## Delta Financial Corp.



**Xerox SMARTdocument Travel™**  
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Company: Delta Financial Corporation

Region/Country: Woodbury, NJ, United States

Industry: Specialty consumer finance



### Company profile

Delta Financial Corporation is a specialty consumer finance company that originates, securitizes, and sells non-conforming mortgage loans, primarily secured by one-to-four family residential properties. Delta has one of the most diversified production sources in the industry. The company originates its loans through a network of 3200 independent brokers and through its retail offices. With over 25 years of operating experience, Delta has one of the longest operating histories in the industry and has sold approximately \$9.3 billion of its mortgages through 38 AAA rated securitizations.

### Business challenges

Scanning mortgage loan documents into their Oracle-based financial records management system was a labor-intensive and error-prone procedure for Delta employees. Users often forgot to upload files or there were manual errors in indexing. Since Delta depends on a fast turnaround for the documents that are received from their brokers, a simple and consistent solution was needed to help employees expedite their internal paperwork and facilitate those business critical transactions.

“I will recommend SMARTdocument Travel and Xerox EIP to any company looking for increased document efficiency, compliance and reduction in operational cost. NSi and Carr Business tech support and sales staff are very professional and well trained. The solution is very flexible.”

Anthony Cardiello

Delta Financial Corporation



## Challenges

- Identify a suitable solution that could address the rapidly growing business
- Reduce time and cost of document processing
- Reduce time to file and index the documents
- Reduce errors and misfiling of documents
- Select a uniform solution that works well with internal departments as well as outside brokers

## Results

- Increased productivity
- Improved processing efficiency
- Reduced processing time and costs
- Increased security and accuracy of information
- Ensured compliance
- Improved collaboration and information sharing

Workflows created with SMARTdocument Travel now capture and route documents from Xerox EIP devices directly into Delta's records management software. With very little training, users are now able to simply walk up to a Xerox device, choose a customized workflow from the front panel of the device, and press Send. SMARTdocument Travel scans, indexes, converts, distributes and archives documents automatically from branch offices or headquarters. Notification emails can be sent to designated recipients, and security is always maintained through user authentication at each device. Now, Delta can be assured that their loan documents will be processed quickly, securely and error-free.

## Solution

While doing software evaluations, Delta Funding requested assistance from CarrBusiness Systems (A Global Imaging, Xerox Company) and Notable Solutions, Inc (NSi). The solution NSi and Xerox implemented provided Delta Funding a seamless integration that increased document capture and retrieval efficiency. With SMARTdocument Travel and its integration with Xerox's Extensible Interface Platform™ (EIP) multifunctional printers (MFPs) Delta Funding is now able to have a simple and uniform interface for scanning and profiling their mortgage documents from their Xerox MFPs directly into their Oracle-based financial records document management system (DMS). Faxes and emails from brokers are now automatically captured by SMARTdocument Travel, and redirected into their DMS.

## Hardware

- Xerox EIP-enabled MFPs

## Software

- SMARTdocument Travel

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