

# ILINX workflows drive credit union's indirect lending evolution.

SUCCESS STORY / FINANCIAL SERVICES / TRANSACTION MANAGEMENT

## Financial Services Company



### Strategic Initiative

A credit union realized its outdated system slowed its ability to approve and fund indirect loans – costing it auto dealer business and impeding growth overall. Three associates spent 100% of their time separating, scanning, and manually indexing loan documents. Once information was onboarded, the company's aged, unreliable, and unworkable workflow tool hindered important lending operations, including reporting.

### Solution Plan

The credit union streamlined its indirect lending processes with cloud-hosted ILINX Capture and Intelligent Workflow. The fully-supported SaaS solution automates document intake, eliminating the need for manual handling. Information is routed through highly-effective workflows that support review, approval, and fund distribution. The ILINX solution flags bottlenecks and sends notifications to prompt speedy resolution.

### Investment Return

ILINX efficiency supports the credit union's \$90M per month asset stream, allowing it to process loans faster without increasing staff. Labor-intensive manual processing has been replaced with exceptions processing, allowing the company to make determinations and fund loans quickly. ILINX analytics enables real-time reporting and actionable insights that ultimately make the credit union more competitive in its market.

### ILINX CAPTURE AND INTELLIGENT WORKFLOW

This foundational workflow automation module lets you capture data quickly and easily from any source and any device. With no page-count licensing, capturing and utilizing data is fast and cost-effective.

### THE ILINX PLATFORM

A foundational process-improvement platform that empowers people and organizations to automate workflow, extract value, and intelligently share content securely and effectively.



### Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world's most flexible process-improvement platform, delivered by a team of experts committed to customer-partner success.