

Intelligent Content Recognition

An Automated Approach to Streamlined Content Capture and Archiving Processes for Lending



Intelligent Content Recognition from Fiserv enables the implementation of an automated approach to document classification, data extraction and archiving. By eliminating manual processes you decrease labor costs, improve quality and reduce credit risk.

Loan originators and servicers using manual processes to identify, capture and index loan documents can be challenged to remain profitable in the highly competitive, time-sensitive lending landscape.

The Manual Processing Bottleneck

Borrowers and lenders today expect a smooth transition when collecting, capturing and storing loan documentation with a quick turnaround and no errors. If you are using manual processes for content capture, classification and indexing you are putting your organization at a competitive disadvantage due to the high operational costs and downstream effects that can result from misclassifying documents. The data entry error rate of manual processes, on average, is between three and five percent.

Automate Your Content Capture and Indexing

It is not uncommon for a single loan file to contain 500 or more pages that need to be reviewed and properly examined for

accuracy. Documents can arrive in a variety of mediums. Whether that is through email, Web portals, fax, or mail, they ultimately need to be classified and routed to the appropriate personnel. Sometimes loan documents are received in bulk and need to be manually split by operational personnel, which creates the potential for mistakes.

Sorting through documents and manually keying data is extremely labor-intensive, slowing down business processes that affect onboarding and post-settlement audits. Speed and accuracy in identifying and clearing exceptions found in these reviews is essential to quality servicing for borrowers and investors.

Intelligent Content Recognition removes the bottlenecks associated with manual data onboarding audits and post-settlement reviews by offering classification of free-form documents, automatic data recognition and data extraction. Offering some of the highest automation rates in the industry, Intelligent Content Recognition supports classification of both structured and unstructured documents and the extractions of printed data. Its learning rules engine ensures data accuracy—and an automated exceptions workflow provides user-friendly image-assisted correction and verification capabilities. Furthermore, this solution enables even further automation of downstream processes such as tracking and auditing.



Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today. Visit fiserv.com and fiserv.com/speed to learn more.

Next-Generation Content Capture

Intelligent Content Recognition is designed with intuitive features to enhance data capture and indexing. Specific components include:

- Document recognition
- Data extractions
- Exceptions workflow and disposition
- Statistics metrics and dashboards
- Data preprocessor—to prepare for archival indexing and data comparison
- System administration
- Optional redaction component

As one powerfully integrated solution, Intelligent Content Recognition can completely revolutionize the way you capture and archive loan data for your organization. Manual effort is virtually eliminated as classification and data extraction of large volumes of documents are automated to ensure greater speed and accuracy. Image capture and archiving are significantly streamlined, thus providing faster access to lending documents for audit review staff and servicing employees. The overall cost of originating and servicing a loan is greatly reduced. Credit and servicing risks are mitigated by faster turnaround of post-close reviews, as well as clearing loan document and data exceptions.

Key Benefits

- Easily configurable rules and an intuitive interface for exceptions processing
- Scalable technology enables high volume performance and industry-leading throughput
- Verification and statistics processes provide a list of most likely document types to further increase speed of verifying exceptions
- Ability to quickly add new document types using the exclusive automated learning objects
- Database lookups and business rule logic checks ensure the highest degree of accuracy

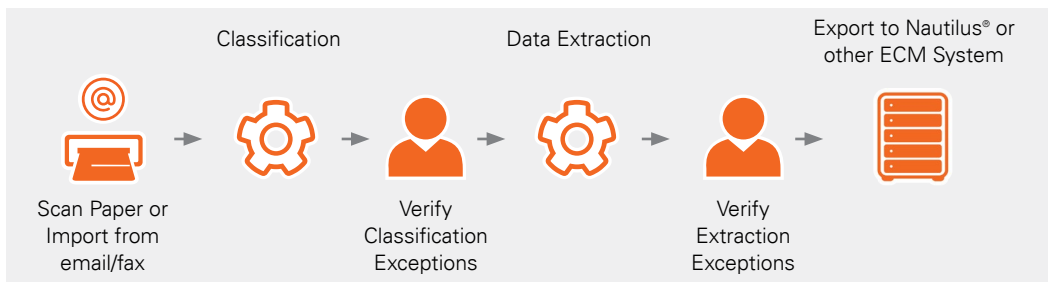
Optimize Your Operational Potential

Fiserv is committed to helping your organization optimize your operational potential and grow your bottom line. Intelligent Content Recognition helps reduce operating costs by streamlining document-related business processes. It improves your document integrity and quality while maintaining governance, compliance and reducing risk.

Connect With Us

For more information about Intelligent Content Recognition, call 800-872-7882, email ReplyECM@fiserv.com or visit www.fiserv.com.

Intelligent Content Recognition—Process Flow



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