

Customer Story: How One Mortgage Institution Saved 30 Minutes Per Representative Every Day

Operational leverage began for this lender by minimizing repetitive work from their mailrooms.



Manual Mailrooms Slow Modern Mortgage Lending

A large financial services organization faced operational challenges associated with high-volume mail processing, manual document preparation, and image-quality management.

Many organizations have digitized across customer-facing departments, but mailroom workflows often lag behind.

From financial institutions to organizations across the U.S., mailroom processing remains one of the last manual, labor-intensive workflows. According to a [2026 U.S. survey](#) 250 US-based professional who are directly responsible for managing business mail, 44% of respondents reported that manual processes are still the norm.

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A Legacy Workflow Could Not Keep Up

The organization faced challenges across multiple locations. The legacy process involved scanning envelopes on MFP flatbeds, because their dedicated scanners caused jams. Employees also manually inserted printed patch codes to separate document batches. Jams, mixed-thickness manual batching, and rescans wasted valuable time, paper, and toner. All these challenges added up and compounded across the scale of the operation, creating significant bottlenecks.

The lender's mailroom had become a major drain on operational efficiency and needed the same level of modernization as other departments.

The new process eliminated this manual labor, particularly by automatically recognizing the envelope itself as the batch separator.

A Two-Fold Solution Reduces Workflow Friction Points

The breakthrough came when it replaced legacy MFPs with RICOH fi-8930 production scanners designed for high-volume processing. Straight Paper Path technology was key to reducing jams and rescans, and for smoothly handling mixed-thickness documents. Not only that, the large batch-feeder, with Clear Image Capture (CIC) offered significantly better image quality.

Next, the organization paired the new production scanners with PaperStream Capture Pro image capture software. The hardware and software duo automated labor-heavy tasks. From automated envelope separation and patch codes to image quality correction, and metadata extraction, the hardware and software worked together to remove key workflow friction points. The integrated solution created a substantially faster and more reliable document capture process.



Straight Paper Path technology was key to smoothly handling mixed-thickness documents, while automatic envelope separation eliminated manual patch codes.

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Automating Repetitive Tasks: PaperStream Capture Pro Frees Up 30 Minutes Daily

The organization's new fi Series production scanners removed many manual bottlenecks, while PaperStream Capture Pro automated the repetitive tasks that continued to slow document processing.

How PaperStream Capture Pro Saved 30 Minutes Daily:

- **Automatic Envelope Separation** detected envelopes within mixed batches, eliminating manual labor.
- **After Scan Correction** identifies poor-quality scans, automatically replacing and enhancing them with a cleaned-up image.
- **Advanced Metadata Extraction** captured and sent document data automatically, reducing manual steps and errors in post-scan processes.

The Result: Greater Capacity, Measurable Gains

By reducing manual work, with a new system that also streamlines document processing, the organization reported saving of up to 30 minutes a day per staff member across multiple locations. The optimized workflows improved accuracy for every document, as operations staff handled thousands of documents daily. Fewer manual processes gave representatives more time to process the next one.

For a large mortgage service organization, those minutes can add up across representatives and locations. The result is a document capture process that improves productivity, supports consistent quality, and continued growth.

Recommended Products



fi-8930 Fast heavy-duty scanner

[Learn More](#)



PaperStream Capture Pro
Capture completely, correctly,
and confidently

[Learn More](#)

Continued

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BEFORE RICOH SOLUTION:

Challenges with document handling, image quality, rescanning activities, and manual patch code insertion

✗ missfeeds

✗ image quality challenges

✗ rescans

✗ paper jams

✗ mixed thickness document challenges

✗ envelope separation

✗ manual patch code separation & insertion

✗ aging software, limiting extraction, and workflow efficiencies

POST-IMPLEMENTATION:

Saved approximately 30 minutes per representative per day

✓ **Multi-Feed Detection**
intelligently handles misfeeds and intentional multi-feed scans, for faster processing

✓ **Clear Image Capture (CIC) & PaperStream IP**
designed to capture high-definition images & data, optimized for easier extraction

✓ **After Scan Correction** offers multiple image options for difficult documents, zero rescanning required

✓ **Smooth high-volume feeding**
for a jam-free experience

✓ **Automatic envelope separation**

✓ **Automatic patch code recognition**
eliminates manual patch codes

✓ **PaperStreamCapture Pro**

- One-button scan profiles reduce IT support
- Custom metadata extraction
- Up to 100 configurable profile fields
- Multi-station architecture for high-volume workflows

Modernize your mortgage mailroom and increase operational efficiency.

Book a demo today