Household International - Kathy Mikos

Sales Automation Force Efficiency (SAFE):
Client Name: Household International
Project Size: Average 20 people for 9 months
Technology: MQ Series, DB2, CICS, IMS-DB

Description of Project: Project involved building from scratch a complete end-to-end Document Management System for USCF's branch network (for both the HFC and the Beneficial brands). The system allows the USCF Policy & Compliance Department to determine which document would print in which states and for which products (there are more than 10,000 different types of legal documents that USCF produces). Upon various event triggers (application is take, loan is approved, loan is booked, loan is funded), SAFE automatically evaluates the loan/application and determines which documents to customize, bar code and print. SAFE then automatically prints these documents. SAFE also has automated front-end and back-end processes to track these documents till they are housed on Household's optical archival system FILENET.

Business Benefit: Over $4 million approximate savings per year in eliminated labor costs at the Central Document Processing facility in Elmhurst, IL - Significant reduction (to the point of elimination) in document error rates. Document errors are the "scourge' of Financial Institutions as it greatly reduces the organization's ability to collect from its customers and also jeopardizes Lending Licenses. - Allows the Branch employees to focus on sales and margins by letting the system take care of what documents to print/sign/mail for which loans. Significant reduction in training costs - earlier branch loan originators had to be trained on which document to require for which loans