sound credit union

Document processing automation cuts indirect lending processing time in half

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"Working with Origence on the implementation process was very hands-on, very smooth. They were easy to work with and gave us best practices and great advice."

Tammie Atoigue | VP of Consumer Lending
Sound Credit Union

Introduction

Sound Credit Union (Sound), a $2.9 billion financial institution headquartered in Tacoma, Washington, has a successful indirect lending program serving over 172,000 members and roughly $365 million in loans annually. Their commitment to serve and ability to provide a competitive loan program gave them an opportunity for growth.

However, they faced a challenge common to many lenders – as lending volume grew, their processing workflow got bogged down with manual tasks, slowing approvals. As a result, the pipeline became unmanageable. Consistent market fluctuations made their loan pipeline unpredictable and managing staff was challenging.

When their team struggled to keep up with funding, they realized it was time to find a way to work smarter and more efficiently to serve their dealer partners and members better. They turned to long-time partner, Origence, for solutions.

Sound was interested in how artificial intelligence (AI) and machine learning might impact their origination and was eager to explore this option. Origence offered a new resource through partner, Informed.IQ, to modernize their lending process using document processing automation (DPA).

The result—a modern workflow that cut their processing time in half and provided same-day funding and, in some cases, the same hour.

SNAPSHOT

The challenge

Manual processing delayed fundings and impacted external relationships

Read more →

The solution

Implementing AI and Machine Learning with DPA

Read more →

The results

- 2,000+ loan applications submitted through DPA in the first ten weeks
- Reduced processing time by 50%
- Improved team morale and job satisfaction

Read more →

Manual processing workflow delayed fundings and impacted relationships with dealerships and members

Sound Credit Union processed loan applications like many credit unions – gathering documentation and reviewing data from each applicant. This required their staff to sift through pay stubs, insurance documents, and other documentation to ensure underwriting and regulatory standards were met. This labor-intensive and monotonous work was time-consuming and prone to potential errors. When high application volume hit, the credit union lending team sometimes found themselves weeks behind in funding.

The credit union was in a dire situation knowing that providing timely response and funding to dealerships was essential to building relationships and keeping their service at a high level. Finding a way to work smarter, not harder, became a necessity.

The solution →

THE SOLUTION

Implementing AI and machine learning with DPA

Sound Credit Union has been an Origence partner since 2005, using the arc OS indirect lending platform, CUDL, AutoSMART, and SmartFund. As a long-time partner, Sound interacted with Origence regularly, serving on the Board of Directors and their advisory committee. The credit union was aware that interactions with Origence often led to technology enhancements or opportunities to pilot new developments.

Origence launched document processing automation in 2023, and it was an easy decision for Sound to be one of the first to implement the tool as a solution to their ongoing challenges.

Already using the Origence platform, the implementation process would be a minimal lift, including a setup worksheet, weekly meetings for preparation, best practice communication, and advisement by the Origence team.

DPA would automate the manual tasks currently slowing down Sound's processing workflow. It would classify and sort documents, verify data, and provide a loan package for the dealership to ideally provide efficiency that would solve the credit union's lag time.

The results →

How DPA works

Documents are automatically captured at the time dealers upload them into the SmartFund system, which allows data to be extracted easily and accurately. All documents are classified by type and name. The system can be taught each credit union's funding rules, facilitating the streamlined generation of a loan package, ready to be presented to the dealer in a fraction of the time required for manual processing.

"DPA has helped reduce time as far as processing and funding, helping us produce close to double the fundings that we were previously. We run really lean and mean, so for the amount of loans that get booked daily, with the amount of people we have, it's pretty phenomenal."

Tammie Atoigue | VP of Consumer Lending
Sound Credit Union

"If you are a credit union considering DPA as an option, do it now! It will reduce processing times and allow your team to work on relationships with dealers. Sometimes, that relationship-building process gets lost—people are busy, so they just message back and forth. That has been huge for us."

Tammie Atoigue | VP of Consumer Lending
Sound Credit Union

Immediate results

In the first ten weeks following launch, Sound submitted more than 2,000 loan applications through DPA. At first, the Sound team manually double-checked files after submitting them through DPA until they were comfortable that the technology was working as it should. After two weeks, it was clear DPA was doing the job accurately and thoroughly.

With gained efficiency, Sound is able to generate more approvals in record time. However, the biggest benefit is reallocating time to dealership communications, which the credit union feels is key in today's market.

2,000+	Loan applications submitted through DPA in the first ten weeks
50%	Reduction on processing time
👍	Improved team morale and job satisfaction

Enhancing lending processes and practices

Document processing automation has revolutionized Sound Credit Union's lending processes, leading to significant improvements in efficiency and staff morale.

Quantitatively, the impact of DPA at Sound is substantial. Processing time per loan has been halved from 30 minutes to just 15 minutes thanks to the automated stacking capabilities provided by DPA. This significant reduction in processing time expedited loan approvals and freed up valuable time previously spent on manual document sorting and verification – the most time-consuming tasks in their workflow. Processors now have the bandwidth to focus on higher-value tasks and strategic initiatives, including developing better relationships with the dealership team.

Apart from operational gains, the switch to DPA has also had a positive impact on staff morale. Sound Credit Union reports that team members have expressed an improvement in job satisfaction and are enjoying their work more since implementing DPA.

The success story at Sound Credit Union serves as a testament to the tangible benefits of DPA, from streamlining processes that create faster fundings to promoting collaboration and stronger dealer relationships. ■

About Sound Credit Union

As a Northwest original since 1940, Sound Credit Union is one of Washington State's largest credit unions, driven by the purpose of standing with members, employees and the community through all waves of life. Sound provides authentic and trusted financial support and services with full-service branches around the Puget Sound.

Get in touch with Origence

Learn how document processing automation can increase staff efficiency, scale resources, and catch errors quicker, all while reducing funding times to help build better dealer relationships.

About Origence

Origence provides the lending technology solutions credit unions need to advance their total origination experience. We were established in 1994 as a credit union service organization (CUSO) and have helped credit unions process more than 88 million applications for $551 billion in funded loans. Our solutions include indirect lending, loan and account origination, auto shopping, marketing automation, lending operations, and more. Origence was named the 2023 CUSO of the year by NACUSO . Learn more at origence.com and follow us on Facebook, LinkedIn, and X .

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