VirPack

About the Client

Quarry City Savings and Loan was established in 1890 in Warrensburg, Missouri. It is a local, community-oriented financial institution on a mission to build and maintain solid relationships with the community and the clients by offering the best, most personal service possible and by making conservative, smart business decisions.

Critical Issues: Speed, Security and Transparency

Quarry City knew that while serving a rural community, their business needed to evolve digitally. This meant going paperless in their loan origination process. Employees were struggling to move loans through their internal processes quickly, efficiently, and securely. Leadership at Quarry City wanted to put customer privacy as a priority for their digital transformation, which meant doing away with information "sitting on desks".

"From a security standpoint, VirPack reigns supreme. With paper systems, files may get stuck on someone's desk for a week before they find their way back to where they belong. Before VirPack, we had customer data just sitting around on people's desks. VirPack is paperless, so all of the files are always safely where they belong."

Another challenge they were experiencing was employee efficiency. Repeat manual tasks, a lack of formal workflow, and lack of transparency were causing Quarry City unnecessary delays and decreased productivity.

8,400

"VirPack saves us lots of time from doing the same things over and over again. Last year we saved over 8,400 minutes because of VirPack."*

"One of the best parts of VirPack is how it keeps track of who's doing what and when they're doing it. Every click, every movement of documents, every person - VirPack compiles all those efforts and gives me visibility. That helps me track who's doing what and when, which helps me monitor workflow. It helps me to make sure I'm assigning things to the proper individuals."

Solution Requirements

Changing Loan Origination Systems for Quarry City was going to be costly and time consuming - as well as difficult for the employees to learn. The new solution had to work alongside their existing LOS and be easy to teach to employees.

"Nobody wanted to learn. They were happy in their way of doing things, but they were doing a very low volume of business. But VirPack was easy for them to learn and now everybody loves VirPack... We aren't fully paperless yet, which we're working on - but it's funny for me now when people are looking for a file, and they go to VirPack, and it's not in there. I see their face drop and I'll look over at them and I'll say, 'Oh what, not in VirPack?'"

About VirPack

VirPack simplifies virtual document management for the lending industry by providing user-centric solutions for loan file management, e-delivery, and file indexing with full text OCR to significantly increase productivity and modernize business operations. A leader in file automation and automated workflows – our solutions replace manually complex and error-prone business processes with accuracy and efficiency for resource-constrained teams. For 20 years we have served the mortgage banking and financial services industries, innovating and creating award-winning technologies and solutions that have enabled customers to gain strategic competitive advantages.