



CASE
STUDY

**US Mortgage & Banking
Company Implements
Web-based Content
Management solution to
Improve Productivity**

CUSTOMER PROFILE

The company was a Top 10 Mortgage and Banking Company in the United State headquartered in Florida. Their growth each year starting in 2006 was phenomenal, and it grew from \$5 Billion USD in lending, to a portfolio of \$45 Billion in 4 years.

BUSINESS CHALLENGE

The company was seeking to move off legacy file shares and on to an enterprise collaboration system using Microsoft SharePoint.

The goal was to leverage SharePoint's Enterprise Content Management (ECM) tools to help improve productivity and modernize their organization.



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SOLUTION

NDS Global was responsible for building the entire SharePoint ecosystem for the company's Enterprise Content Management (ECM) solution.

The key features of the solution included:

Search: experience fast, relevant searches using any combination of full-text or SharePoint column properties

View/Edit: enable users to view and edit common document types including PDF, TIFF and Microsoft Office documents from a web browser

Index: configure content type connectivity with line-of-business applications to increase productivity and reduce manual errors

Scan: scan and index documents without leaving the SharePoint interface

Export: export a collection of documents from SharePoint to an administrator-configured file share

BENEFITS

Increased benefits in all departments, including item processing, lending, and human resources.

Increased collaboration: Simultaneous, secure, real-time access to content, no matter where your users are located, leads to greater collaboration

Enhanced customer service:

The service representatives can resolve issues on the first call with the most accurate and timely information. The system also provides self-service with secure, Web-based access to important documents such as billing statements, records, loan applications and contracts

Cost savings:

Document imaging eliminates much of the overhead associated with storing physical documents, and the automated features reduce the labor required to complete routine business processes

TECHNOLOGY

 **SharePoint**

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ABOUT NDS GLOBAL

NDS Global, a trusted Microsoft Gold Partner, offers its customers consulting, implementation, development and support services on Enterprise, Cloud & Mobility for digital solutions.

NDS Global helps customers realize results in a digital world through business technology solutions, cloud and managed services that combine insight, innovation and expertise focused on Microsoft technologies.

Our solutions span across Microsoft Project Online, Microsoft CRM Online, Microsoft SharePoint Online, Office 365, Dynamics 365, Microsoft Dynamics AX, PowerBI & Azure.

Headquartered in the US since 1999, we are preferred partners to customers in USA and India. Our customers span across Consumer Goods, BFSI, Infrastructure, Manufacturing, IT/ITES, and Retail.

A strong team of 180+ Microsoft consultants have provided many a success stories to Enterprise & Small/Medium customers globally.



SCHEDULE A DEMO / WORKSHOP

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