

# Document Services News

*The mortgage industry's trusted source.*

## Industry Knowledge is Key Driver of Document Services Efficiency

The phrase “knowledge is power” is a common one. But the saying rings especially true in today’s document services industry. As a mortgage loan comes to its close, those who are in charge of servicing it need to be able to trust that it will come to its conclusion with all the proper processing taking place in an efficient manner. This requires knowledge.

A recent study of several mortgage servicers conducted by a leader in the document services industry, Orion Financial Group, Inc., concluded that knowledge of the industry was a formidable driver in selecting and maintaining a vendor, as well as in determining levels of customer satisfaction. It also pointed to industry knowledge as an important factor in separating one vendor as more qualified than another. Increasingly, what the survey found was that mortgage servicers are looking to partner with a company that can help them streamline this process, while offering them peace of mind that the job is being done thoroughly, accurately and efficiently.

Orion executives note that knowledge plays a large role in the level of service a document services vendor is able to provide to clients. It affects the technology they are able to offer and contributes to the timeliness of service. It drives the overall cost passed along to customers and influences recording rejection rates. And, most importantly, knowledge influences the overall efficiency with which a document services company is able to process a client’s work.

Orion Financial Group’s executives themselves possess over 60 years of experience in both the document services industry and the mortgage industry, and company executives are often asked to lend their expertise at speaking engagements. The company’s founder is involved in crafting a uniform satisfaction article that will govern the industry when it becomes law. Furthermore, the company is actively involved in recording industry associations and mortgage industry associations – at the state and national levels – in order to stay on top of recording requirements,

which vary from state to state and sometimes recording office to recording office.

“For Orion, knowledge of the industry goes beyond staying on top of county recording requirements,” noted Mike Wileman, President of Orion Financial Group, Inc. “It’s about having a thorough understanding of the entire document services process and also

designed to manage high volumes of assignment and lien release recording, while minimizing rejections.

Another innovation is its exclusive in-house mail system – developed to streamline and expedite the back-end document processing. In short, this system does the work of a staff of 20 or more people and creates efficiencies

---

*“For Orion, knowledge of the industry goes beyond staying on top of county recording requirements,” noted Mike Wileman, President of Orion Financial Group, Inc. “It’s about having a thorough understanding of the entire document services process and also being able to view things from the mortgage servicer’s perspective.”*

---

being able to view things from the mortgage servicer’s perspective.” Above all, it’s about turning that knowledge into useful applications that work for the benefit of clients.

One such application of expertise that Orion has launched, is its proprietary DocPro!® software, which is

where many companies have waste. A true testament to the fact that knowledge really is power.

*For more information about Orion Financial Group, Inc., and its services, please visit <http://www.orionfgi.com>, or call 1-888-31-ORION.*