



Great Lakes Educational Loan Services

Improving business processes and customer service with Esker DeliveryWare



Great Lakes Educational Loan Services, a leading national provider of student loan processing and administration, is committed to customer service. To maintain its high standards, Great Lakes needed to streamline document communications to ensure that the students, schools, and lenders it serves get the right documents in the right place at the right time. Esker DeliveryWare makes it happen.

Challenge: Loan Administration Processes

Document communication is the lifeblood of loan administration. Thousands of loan confirmations, payment notices, and deferment letters flow out to students every day. Lenders require timely receipt of funding or delinquency notifications, monthly reports and invoices. Schools receive account statements, disbursement notifications, and volumes of other communications.

For Great Lakes, every document represents time, money and value. Dependent on traditional delivery methods — manual fax, mail, even overnight express — Great Lakes needed a way to streamline processes, reduce costs, and improve customer service.

Monthly lender reports were printed in batch jobs then burst, sorted, stuffed, and mailed by hand.

This single step added five days to the reporting process — every month.

When students consolidated loans, verifications had to be sent to lenders by overnight express, at \$15 (€9,9) per lender. Other student communications placed extreme demands on service personnel — with over 80 document types, specific format needs, and unique delivery requirements — *"Can you fax it to Kinko's tomorrow at 3:30?"* In effect, each communication became a distinct process step.

Simply put, Great Lakes needed to improve every aspect of loan process communications.

Solution: Esker DeliveryWare

Today, with Esker DeliveryWare, lender reports are created automatically and delivered electronically, arriving the day they are produced. With DeliveryWare addressing, formatting and routing automation, individualised delivery to web servers, student email accounts, fax clients — or to Kinko's at 3:30 tomorrow — happens with a few mouse clicks. And overnight consolidation verifications arrive almost instantaneously at a per-document cost of about 3 cents — a 99% savings.

"DeliveryWare is incredibly powerful and flexible," says operations analyst Nancy Michalski.

"The DeliveryWare Rules Engine makes it easy to set parameters for recognising application output, formatting it as e-documents, and delivering according to recipient preferences. We're automating and personalising documents in ways we never thought possible."

Benefits

Great Lakes began improving loan administration processes and customer service with its first automated document. It does so today at a rate of 35,000 pages per month. It plans to gain still greater benefit with every new document Esker DeliveryWare brings online.



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Nancy Michalski ■ Great Lakes Educational Loan Services

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