

Law Firm Boosts Efficiency with 5x Faster Mortgage Loan OCRing



Summary

Korein Tillery, a plaintiff law firm with offices in St. Louis and Chicago, was struggling to process large mortgage loan files of 100-10,000 pages each. The previous process for making their documents text-searchable was incredibly slow and subject to significant system crashes, forcing the Director of Litigation Support to spend hundreds of hours each year monitoring and troubleshooting the OCR process.

After implementing Foxit PDF Compressor, Korein Tillery was able to accelerate the OCR process by 5x and significantly reduced the effort needed to make these large PDF files fully text-searchable. This in turn has helped the law firm save huge costs for both themselves and their clients and freed up internal resources to focus on more important projects.

“What had taken me 30 days to OCR previously, finished in about a week with [Foxit] and required minimal monitoring.” – Stephanie Clerkin, Korein Tillery

Business Challenge

Stephanie Clerkin, the Director of Litigation Support, was responsible for converting large mortgage loan files into a text-searchable format before sending them off for review by Korein Tillery’s expert witnesses and legal team. If they did not send the files in a searchable format, they would be charged additional time for OCR and review.

Using Adobe Acrobat Pro across 5 separate machines, Stephanie found herself constantly babysitting the system and running into significant delays due to generally slow processing and overnight program crashes. Any error would result in the whole process grinding to a halt with little indication of what caused the issue.

To avoid running into the same errors again, Stephanie would have to manually re-process each loan 50 pages at a time (up to 100-10,000 pages each) in an attempt to narrow down which page caused the error.

Stephanie estimates that it would take weeks, if not longer, to convert 700 loan files from TIFF image to searchable PDF format with Adobe Acrobat’s OCR. After Korein Tillery experienced a sharp, time-sensitive demand increase, Stephanie faced a critical 2 million-page OCR job that she calculated to be impossible to even come close to completing within the timeframe using the old system.

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Solution

Stephanie worked with the IT Director at Korein Tillery to identify a reliable solution that could manage their mission critical processing job and help them build a more sustainable OCR processing flow. They selected Foxit PDF Compressor for its ease of use and efficiency in running the types of automated, high-volume processing jobs they frequently encounter as a real estate law firm.

Specifically, Stephanie appreciated how she could just set up watched folders and cloned jobs for automatic processing with PDF Compressor, rather than having to manually add new files and recreate the same jobs over and over again in Adobe.

Results

Stephanie estimates that switching to Foxit PDF Compressor saved her over 100 hours over the first 3 months of implementation, and likely saved Korein Tillery and their clients thousands by enabling their legal team and expert witnesses to work much more efficiently with fully searchable mortgage loan files. She no longer faces constant crashes and has freed herself from constant monitoring – allowing her to focus much more on higher value tasks for the firm.

Whereas a 700-loan processing job would take weeks with the prior system, Stephanie was able to apply OCR to 500 complete loan files within one weekend using PDF Compressor. On making the switch to Foxit, Stephanie states, “I really wish I would have looked for a solution like this about 3 years ago. It basically paid for itself in a week for me.”



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Benefits

Objective	Benefits Achieved
▶ Meet sudden peaks in mortgage loan OCR demand within a critical timeframe	✓ Korein Tillery was able to meet their aggressive deadlines using PDF Compressor to process loans 5x faster compared to their old system.
▶ Improve client experience	✓ The law firm avoided additional charges for OCR and review by expert witnesses as a result of PDF Compressor, allowing them to save time and costs for their clients.
▶ Reduce manual labor costs in the mortgage loan OCR process	✓ Stephanie was able to set up automated watched folders that would process loan files reliably and without her constant oversight.
▶ Reliably convert 10,000-page mortgage loan files without constant program crashes	✓ PDF Compressor runs much more smoothly, saving Stephanie hundreds of hours previously spent on close monitoring, error resolution, and manual re-processing.
▶ Create a more practical document processing workflow	✓ Stephanie found PDF Compressor to have a much friendlier user experience with efficient features such as the ability to clone jobs easily.