

*“Earning Trust, While Delivering Results”*

WOSB ♦ CMMI ♦ 8(a) STARS II ♦ SEAPORT-e ♦ GSA IT-70



## Case Study: Ending HUD's Endless Paper Chase: Imaging HUD's 232 Program Loan Documents

### Inside:

#### *Problem:*

Flooded by paper

#### *Solution:*

No-risk imaging by PSL

#### *Benefits:*

Instant access to docs  
No more storage costs  
Freed physical space  
Better records controls



## Executive Summary

“PSL got our loan records imaged and indexed much faster than we expected, and made it a snap to access them anywhere, anytime.”

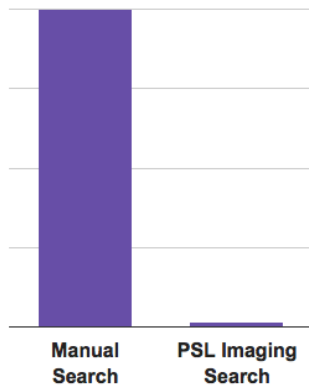
- OIHC

The Office of Insured Health Care Facilities (OIHC) desperately needed millions of pages of records converted to digital format: their offices were flooded by boxes of paper documents, staff were burdened with tedious manual searches to find anything, and they risked non-compliance with record-keeping mandates. **PSL scanned and indexed their records in record time, employing both a proprietary process designed for security, risk mitigation and ease of use and the industry's leading indexing and document management tool, TransAccess. The result: the OIHC never lost access to the documents, even in mid-scan; and OIHC workers can now access documents at the press of a button, shaving significant time and costs.**



## Tangible benefits mean results that can be quantified.

### Average Records Retrieval Time (in Hours)



Consider: previously, it could take workers an hour to find a file located on-site, or *weeks* if it was stored remotely. Now the time is measured in seconds: just the time it takes to go online, punch in a single FHA number and download the file.

- Document retrieval collapsed from an hour or weeks to *right now*.
- Over 1 million pages imaged for 232 since 2009.
- Over 3000 standard record center boxes removed from HQ.
- Cost savings by downloading files instead of requesting and mailing hard copies.

But the best part of PSL's approach: genuine ease of use.

- Cloud-based solution with no software installation
- TransAccess is the only software application linked directly to ARCIS
- Process and indexing tailored to the office's precise needs for maximum ROI

### Drive Efficiency

#### Improve internal efficiencies and customer service.

TransAccess makes it *easy* for workers to deliver improved customer service. Loan records are available at a click. As a result, HUD staff can provide better customer service with *less* effort. The President's mandate isn't just about statutory requirements: it's about better meeting public needs.

### Simplify Control

#### Simplify & automated procedures, better controls.

Even as TransAccess simplifies record-keeping tasks, it improves management and process controls. That translates to fewer errors. Additionally, TransAccess is completely compliant with NIST, offers full role-based security protocols, and has passed all applicable security regulations.

### Save Time

#### Increase access, streamline and speed up retrieval.

Powerful search functionality (with indexing parameters controlled by the client and changeable at any time) means retrieval literally happens at the click of a button. At the same time, greater accessibility means public engagement and more applications, one of OICHF's goals.

### Reduce Costs

#### Minimize costs, maximize applications.

No per-seat licensing *plus* a formerly manual processed rendered automated and simplified *adds up* to significant cost savings in O&M costs, mailing & retrieval, and lost productivity. It even enables electronic submission of mortgage case binders. In short, everyone wins.

## About PSL Solutions

PSL provides a unique blend of technology and consulting capabilities to solve organizational information and management challenges. Our lines of business are Information Technology and Advisory Services. As a woman owned small business (WOSB) we focus mainly on business partnerships with government agencies. PSL's value creation is expressed and demonstrated in the delivery of services we provide to our customers!

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