

Innovative Edge Processing: Transforming Chaos into Confidence

AT A GLANCE

Innovative Edge Processing needed a better way to securely and efficiently manage sensitive financial paperwork. Progress ShareFile software helped IEP streamline document exchange workflows and improve visibility, while the e-signature feature enabled faster turnarounds and smoother closings.



COMPANY
Innovative Edge Processing (IEP)

INDUSTRY
Processing/Finance

PRODUCT
Progress® ShareFile®

COUNTRY
United States

Challenge

IEP managed a large volume of sensitive mortgage documents across email and shared folders. Chaotic, unstructured workflows created bottlenecks and made it difficult to locate the right files quickly. With multiple stakeholders involved, missing paperwork, slow document exchange and delayed execution negatively impacted closing timelines and the client experience.

Solution



Created centralized, secure storage for documents where officers, borrowers and clients could quickly and easily access files



Streamlined document exchange processes to reduce back-and-forth and keep workflows moving without email



Implemented the ShareFile e-signature feature to speed up approvals and reduce delays from traditional printing and scanning



Supported fast and secure large-file sharing to keep teams and closings on schedule

Results



Improved document visibility and organization with centralized files and efficient document tracking



Reduced turnaround times with documents completed in minutes or hours instead of days



Increased professional confidence, enabling teams to manage complex cases with peace of mind



Helped improve client experience with faster document exchange and easier signing



Ready to learn how Progress ShareFile software can help streamline document exchange? Visit ShareFile.