

Innovative Edge Processing: Transforming Chaos into Confidence

CASE STUDY

**COMPANY**Innovative Edge Processing
(IEP)**INDUSTRY**

Processing/Finance

PRODUCT

Progress® ShareFile®

COUNTRY

United States

SUMMARY

Mortgage processing is high-stakes, detail-heavy work that relies on careful coordination and the secure handling of sensitive documents. Innovative Edge Processing (IEP) knows this all too well. Since 2002, the full-service processing company has been dedicated to supporting mortgage advisors and professional mortgage brokers with exceptional processing services—keeping loan files organized, accurate and moving on tight timelines.

As Owner and Operator, Gina Wariebi has firsthand experience working under this kind of pressure and often refers to mortgage processors as “controllers of chaos.” It’s a role that demands precision, resilience and the right tools to keep things secure and running smoothly.

Challenge

Innovative Edge Processing manages large volumes of sensitive mortgage documents, with strict retention requirements of five to seven years. Each file involves multiple stakeholders—processors, brokers and borrowers—who all need quick access to accurate information to keep closings on track.

Before partnering with Progress® ShareFile® software, Gina faced some common industry challenges:

- Relying on traditional email with size limitations and security risks
- Managing manual processes involving printing, scanning and physical mail
- Missing or incomplete documentation
- Navigating delays that could impact closing timelines and customer confidence

In a process where even small disruptions can have big consequences, Gina needed a solution that could bring order, speed and security to IEP’s workflows.

Solution

When Innovative Edge Processing adopted ShareFile tools, they were able to centralize document storage as well as share and collaborate quickly and securely—giving everyone involved a clearer, more reliable way to move files throughout the mortgage process.



With the help of ShareFile software:

- Clients and brokers can upload and access documents in one secure location
- Large files are shared without email limitations or restrictions
- Sensitive client information can be securely protected

The addition of ShareFile e-signature further streamlined workflows. Documents that once took days to circulate and return could now be signed and completed in minutes.

To support day-to-day efficiency, Gina also uses ShareFile for Outlook, allowing her to send and receive documents securely without leaving her inbox and keeping workflows moving without added complexity

“It’s extremely easy for me to upload a document and put fields in where they need to sign. They just click, click, click and I get notified when it’s complete. It literally takes no more than one to two minutes tops.”

Gina Wariebi, Owner and Operator,
Innovative Edge Processing

Results

Since utilizing ShareFile features, Innovative Edge Processing has seen meaningful improvements across both operations and client experience, including:

- Faster turnaround times, with documents able to be completed in minutes or hours instead of days
- Stronger security and compliance support, providing peace of mind for both the processor and the borrower
- Higher client satisfaction, with brokers and clients adopting ShareFile software for their own workflows
- Greater professional confidence, enabling processors to manage complex files more effectively

For Gina, ShareFile software has become an essential part of her daily routine.

Beyond Technology: Supporting the Processor Community

Gina’s commitment goes beyond IEP. She is a passionate advocate for mortgage processors, emphasizing the importance of training, recognition and community support in an often-overlooked role. That advocacy shapes how she thinks about the tools processors rely on every day and which can help make their work easier.

“ShareFile has such big capabilities for every industry, but for my industry in particular, I want to shout out to the world to let people know that this is something you should look into using.”

Gina Wariebi,
Owner and Operator,
Innovative Edge Processing

Through education and shared best practices, Gina helps other processors feel more supported, confident and better equipped to succeed. That work also extends through The Mortgage Processing Revolution, a program Gina created to provide processors with training, guidance and resources designed to help them navigate the demands of the role and build sustainable careers. It's just one more way she can help prioritize long-term growth and confidence.

Looking Ahead

Innovative Edge Processing plans to continue expanding processor training and mentorship programs, including guidance on stress management and business setup. Gina is also exploring future AI-driven capabilities such as document summarization, organization and workflow automation while maintaining a strong focus on data privacy and security.

Her goal is simple: empower processors with tools that make their work easier, more secure and more rewarding—so they can keep chaos under control and deliver results with confidence.



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

About Progress Software

Progress Software (Nasdaq: PRGS) empowers organizations to achieve transformational success in the face of disruptive change. Our software enables our customers to develop, deploy and manage responsible AI-powered applications and digital experiences with agility and ease. Customers get a trusted provider in Progress, with the products, expertise and vision they need to succeed. Over 4 million developers and technologists at hundreds of thousands of enterprises depend on Progress. Learn more at www.progress.com

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