Student Loan Servicing

Affiliated Computer Services, Inc. (ACS), a $6.2 billion FORTUNE 500 company, is a leader and pacesetter in business process outsourcing and information technology outsourcing solutions. The company employs 65,000 professionals, supporting corporations and government agencies in more than 100 countries. ACS is also a leading provider of solutions that help colleges and universities manage and service their student loans.

Business Challenge
Experiencing consistently increasing volumes in its student loan servicing business, ACS wanted to transition from a manual process of matching and attaching generic welcome letters and lender-required forms with conversion notices that are mailed to borrowers. The manual process had been effective, but as their loan account volumes grew, ACS wanted to be able to assure impeccable accuracy and efficiency going forward, and they were concerned that this could not be sustained with a manual process. They asked FSSI to recommend a solution.

Transitioning from manual to automated
Under its original process, ACS staff determined which welcome letter to send with which notice by reading codes printed on each individual conversion notice. After welcome letters and other forms were paired with the correct conversion notices, they were inserted into individual envelopes for mailing. The solution ACS sought would offer high efficiency for large volume document processing, and come with built-in prevention of handling-errors to assure flawless accuracy in matching letters and forms with notices. FSSI recommended its **letterStream*One*™** document-management solution (LSO).

FSSI's Solution: letterStream*One*™
FSSI worked with ACS to define critical business rules and create a simplified cross-referencing matrix to define the welcome letter and any forms or inserts required for each type of conversion notice. During the process, FSSI data architects and programmers discovered opportunities to improve compatibility between ACS' input data and LSO's standard file format—improvements that would not only increase process efficiency, but eliminate the potential for accidental security breaches or incorrect matching of welcome letters with the conversion notice.

A Customized Solution
Drawing on its extensive programming experience, FSSI developed a parsing tool to pull necessary data from each conversion notice file to define the correct welcome letters and forms. It also created a secure portal that enabled ACS to upload, edit, approve and accept its 1100 welcome letters into production. Letter template archiving was also included.

In conjunction with this, FSSI developers built an online matrix to "kit" or automatically match welcome letters, special forms and preprinted inserts for each conversion notice and lender. Customized software code, designed to print kitted elements in line with conversion notices and ensure inclusion of all appropriate attachments, rounded out the solution.

Results: 100% match rate with zero breaches
FSSI helped ACS move from a manual process to an entirely automated, user-friendly solution that delivers a 100% match rate between conversion notices and welcome letters. FSSI's **letterStream*One*™** provides ACS with convenience, scalability, and complete hierarchical control of a critical document management process. Other improvements include:

- 100% on-time borrower-document deliveries
- Eliminated risk of privacy breaches and fines
- Reduced legal and regulatory exposure
- Significant time and labor savings
- Secure, 24/7/365 access to letter template repository
- Greater operational and procedural efficiencies

FSSI

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