
AN INTANGIBLE EXAMPLE

This is an example of possible tangible and intangible benefits that can be identified from implementing technology.

If a mortgage company implemented a digital document imaging system and scanned in all the loan documents from each file into the system, they could get rid of the paper file.

- No more paper files would:
 - Reduce toner and paper supply costs (tangible)
 - Reduce printer maintenance (tangible)
 - Free up space in the office (tangible)
 - Eliminate time to physically file paper documents (tangible)
- Eliminating paper files and documents from the company's process would:
 - Eliminate the need for trips to the file room to check out files (intangible)
 - Improve speed of customer service because reps could immediately access a borrower's digital file via their browser (intangible)
 - Improve employee efficiency by reducing wasted time hunting down lost files or missing documents (intangible)
 - Reduce or eliminate delays in fulfilling document copy requests by customers (intangible)
 - Improve customer satisfaction by creating a self-serve portal for retrieving loan documentation (intangible)