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DocSTAR Gives Metro Brokers A Faster, More Efficient Method To Access Files To Drive Business:

Metro Brokers is a home services company comprised of real estate brokerage, mortgage, insurance, and closing (title) services. They operate 18 offices in the greater Atlanta area and have 2,000 real estate agents with 175 employees. In 2003, Metro Brokers became the second largest real estate license holder in the state of Georgia with more than 1,500 licensees.

Application

Metro Brokers is currently using DocSTAR to scan about 7,000 pages per day representing 175 files with just one scanner. They currently use a back end accounting software developed by DPN, Inc. specifically developed for the real estate industry. They have integrated DocSTAR into the system to populate many of the established information and search fields, eliminating data entry duplication.

The Problem

On an annual basis, we were creating over 18,000 paper files, averaging 40 or more pages each and storage was becoming a line item expense," said Kevin Levent, CEO and President of Metro Brokers. "Regulations require that we keep mortgage files for 10 years after settlement and real estate brokerage files for 3 years after settlement. The increased documentation for contracts coupled with the growth of our business and the continued need for access was creating inefficiencies and breaks in our workflow."

The Solution and The Benefits

DocSTAR gives the staff at Metro Brokers a faster, more efficient method to search and gain access to the files that drive their business. The flexibility to search by such data as client, date, and activity status means that Metro Brokers can respond to customers more quickly and effectively.

"DocSTAR integration with our accounting software brings together the paper documents and electronic files for each customer," said Levent. "File accessibility is so easy that employees never have to leave their desks. In addition, files are no longer misplaced or lost as they were when trying to deal with increased paper documentation."

The branch offices at Metro Brokers also take advantage of DocSTAR, reducing any processing delays with the home office. This results in faster response to customer needs and more efficient use of office staff.

In the current real estate growth climate, Metro Brokers has made a commitment to use proven technology to maintain its leadership position. "DocSTAR allows us to eliminate off-site storage, throw away file cabinets and shelving units, and add employees for our growth without any additional space requirements," Levent continued. "We not only reduce a line item expense, we also create opportunities to generate more revenue."

Metro Brokers just added a second scanner to increase the scanning of older files. The next phase will include another scanner and bring all of our departments into the DocSTAR storage system.