



Big Commitments. Big Loans.

“With EIM, we’ve got protection from security threats and viruses, we can control usage and archive IM sessions for compliance purposes, and we can count on MessageLabs to manage the system for us, 24x7.”

Josh Stallings, VP Strategic Initiatives

Wholesale Mortgage Lender Boosts Productivity, Security with Enterprise Instant Messenger Service

The Client

No Red Tape Mortgage is a national jumbo wholesale lender servicing thousands of mortgage brokers across the United States. No Red Tape has established a competitive edge through its commitment to exceptional customer service supported by information technology to streamline loan processing. Founded in 1998, the company closes billions of dollars in jumbo loans, offering most approvals the same day.

The Challenge

More than a third of No Red Tape’s 200 employees are sales people who spend most of every day on the telephone, competing with wholesale lenders across the country. In this business, seconds count, as decisions are often based on how quickly information and approvals are received. In order to stay on top, No Red Tape sales representatives require immediate access to client and loan information in a way that facilitates easy, fast sharing of ideas with colleagues.

Traditional phone, fax and email systems simply don’t provide the immediacy required for this competitive business. Notes Josh Stallings, Vice President of Strategic Initiatives at No Red Tape, “We needed our people on the phones, but we also needed them to be able to multi-task. Instant Messaging (IM) technology was the obvious solution, because it allows people to talk on the phone while sharing information quickly, but we were very concerned about the lack of security with public IM services.”

After researching ways to secure public IM services, as well as evaluating proprietary IM software and hardware products, Stallings was unable to find an IM solution to meet No Red Tape’s requirements. While ease-of-use, speed and security were critical, he knew that the management overhead of many of these approaches presented considerable hidden costs. Added Stallings, “We didn’t want to be burdened with buying additional hardware, and it simply wasn’t in our plans to hire more IT staff to support a new system. We had to find a solution that would be easy to install, easy to manage, and which would interoperate with public IM services without a lot of effort on the part of our busy IT team.”

The Solution

Ultimately, Stallings’ search led him to select Enterprise Instant Messenger service, or EIM, from MessageLabs. “The EIM service easily met all of our requirements for security, but its ease-of-use for our employees was the main reason we selected it. Once it was installed, we were surprised to find that the vast majority of employees didn’t even need training.”

No Red Tape sales representatives are now more efficient and productive than ever, and EIM is a contributor to the company’s success. Those already familiar with public IM clients, such as MSN Messenger and Yahoo! Instant Messenger, found it easy to switch to MessageLabs EIM. Since EIM offers federation with public IM clients, the system retains familiar screen names and contact lists while providing the added security No Red Tape needs. Now every employee is up and running with the new service.

As an organization, No Red Tape realized additional benefits. "While our initial focus was on sales productivity, we've gained so much more with EIM. We've got protection from security threats and viruses, we can control usage and archive IM sessions for compliance purposes, and we can count on MessageLabs to manage the system for us, 24x7. We're really pleased."

About MessageLabs

MessageLabs is the world's leading provider of messaging security and management services. Our portfolio of managed services ensure the integrity of electronic communications, allowing organizations around the world to manage and reduce risk, secure critical infrastructure and effectively enforce policy. With a global presence spanning four continents, clients in more than 80 countries and an infrastructure capable of processing hundreds of millions of electronic communications each day, MessageLabs provides clients with complete security and certainty.

Find out more about Enterprise Instant Messenger service (EIM) from MessageLabs at www.message-labs.com or +1 866 460 0000 .