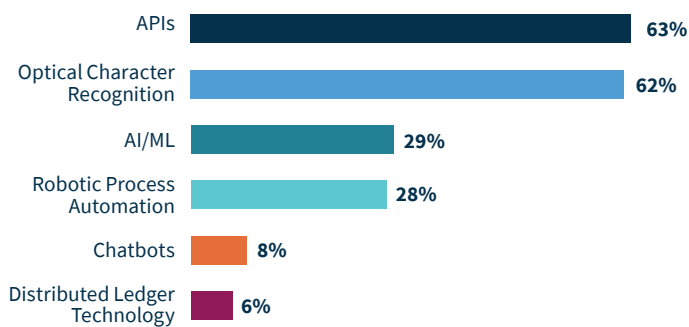# Lenders say APIs and OCR have the greatest potential to streamline processes – and soon!

Our Economic and Strategic Research (ESR) team conducted a study of senior mortgage executives to better understand their views on which technologies have the greatest potential to improve and streamline the industry in the next two years. Here's what they found:

Top two technologies that lenders say offer the greatest potential to improve their business processes:

Technology	Percentage
APIs	63%
Optical Character Recognition	62%
AI/ML	29%
Robotic Process Automation	28%
Chatbots	8%
Distributed Ledger Technology	6%

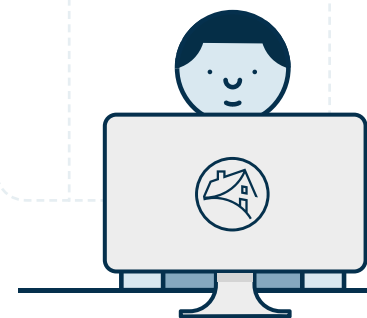Top two reasons why lenders decide to adopt a third-party API:

47%
say ease of technology integration or adoption

41%
say competitive advantages of API adoption

Top two API ideas that lenders found most appealing:

1 **Borrower Qualification Verification:** Enter a borrower's information (e.g., name and social security number) and the API will return the borrower's income, assets, employment history, and credit profile.

2 **Appraisal:** Enter a home address and the API will return the appraisers' appraisal value and comparables.

Hear more from **our research team**, or read the **full findings of our survey.**