

## TITLE & ESCROW - CASE STUDY

### In Brief

- A large settlement services provider with over 100 production centres wanted to consolidate their operations into 20 centres to reduce costs while maintain high levels of customer service
- Indecomm established a dedicated team to service our client and we leveraged our proprietary eTitle Express© platform to standardize processes; manage transactions and underlying workflows, across the production centres
- The client accomplished their consolidation goals while reducing expenses

### Client Information

Indecomm's client is a leading provider of real estate transaction services and a Fortune 500 Company.

### Background

The client through its many subsidiaries services residential and commercial customers. They have over 600 offices and a network of several thousand settlement agents throughout the U.S., Mexico, Caribbean, Latin America and Europe.

### Problem Statement

- While our client was experiencing good customer traction, the client was facing issues related to scalability of operations. The client was also grappling with ways to ensure adherence to delivery standards when there was a surge in transaction volumes across its many production centres
- Our client wanted to systemically consolidate over 100 of its production centres into less than 20. The company opted to do this through an outsourcing arrangement to reduce costs as well convert the fixed to variable costs. After extensive due diligence covering 20 vendors, the company selected Indecomm as its outsourcing partner
- Indecomm's client had never outsourced any of their operations before, and hence it was a major cultural shift for their personnel
- Over the years, the client had grown through several acquisitions - small and large. The acquired entities retained their identities and independent styles of operations. Now, as a part of the consolidation exercise, over 100 production centres, would need to adopt uniform processes and systems. This posed a major change management challenge

### Solution Summary and Key Benefits

- Indecomm adopted a consultative approach and did a detailed process study to identify processes that would yield maximum benefit

- We created a dedicated core team comprising domain, process and technology consultants. An outsourcing roadmap was developed detailing various processes across different locations and implemented over a 24 to 36 months time period
- Following the outsourcing road map Indecomm provided a wide range of services for our client on millions of transactions over a period of a few years. These include:
  - o Title searches and examinations
  - o Typing title commitments and policies
  - o Title updates
  - o Tax reporting services
  - o Scheduling closings
  - o Preparing HUD-1s
  - o Processing premiums and polices remitted by 10,000s of customers
  - o Printing, mailing and delivery services
- We leveraged our proprietary eTitle Express© platform to standardize processes; manage transactions and underlying workflows, across production centres. This was pivotal in establishing the foundation for a uniform definition of a business transaction
- Indecomm developed an online real-time dashboard for the client to enable tracking the production and transactions as they were being executed within our production environment. This information transparency overcame the resistance associated with the fear of moving processes to an offshore model
- We extended our offerings of IT services and integrated the client's application production systems and developed a new order management system

## The Results

- Our client was able to consolidate over 100 production centres under 20 across the country
- Indecomm's client realized an overall 35 percent reduction in costs and converted fixed to variable costs
- Our client derived scalability to manage peak volumes with better service levels and improved customer satisfaction

