

TITLE SEARCH/EXAM/TYPING – END-TO-END SOLUTION CASE STUDY

In Brief

- One of the nation's title preparation providers was looking for a solution to address the challenges of the cyclical nature of the mortgage business in an effort to meet their customer's title services' volume and quality requirements
- The client outsourced title searches, examinations and title typing functions to Indecomm. We used our integrated technology platform, Title-Hub, to efficiently deliver the services
- The client was able to move fixed costs to variable costs while experiencing a more efficient process to meet their customer's turn time expectations

Client Information

Indecomm's client is one of nation's largest title insurance and settlement service providers, with a high concentration of title work in California, Colorado, Florida, and Arizona.

Background

The client provides title and settlement services to leading residential/commercial lending institutions and real estate professionals nationwide.

Problem Statement

- Our client was facing issues related to scalability of their title services as it related to the search, exam and typing processes
- Due to the cyclical nature of their business, they were grappling with ways to manage high fixed personnel costs of examiners and searchers when volumes were low. When the volumes would surge, they were having challenges in hiring the right personnel with the required skillsets as well as to train them quickly
- This resulted in our client not able to maintain consistent service delivery standards to their customers
- Indecomm's client was hesitant to outsource these services, as they believed that an outsource providers would not be able to consistently provide title search/examination services at the expected service levels

Solution Summary and Key Benefits

- Indecomm created a "Guru Model" by making significant investments in training and certifying our personnel in title insurance search and exam functions
- Select staff from Indecomm underwent extensive training; assessment and ALTA certification as we created state wise specialists ("Gurus") in title search and exam for purchase and refinance transactions. We performing detailed 30-50 year searches using private title plants and other resources

- Indecomm provided an integrated technology solution called “Title-Hub” providing search, exam and typing services within a 24 hour turnaround time
- Using an automated workflow platform, we managed different queues:
 - o Typing Only queue - Where search is provided by field abstractors (in states where data is not available online) and we did the typing functions
 - o Title-Hub Queue where we provide online search, exam and type the commitments, and deliver the search package and the commitment report to the client
- Our client was able to convert their fixed costs to variable cost model taking advantage of our competitive transaction pricing while retaining their best staff in-house to provide complex and commercial transactions. Thus their scalability improved, as they were able to perform larger volume of transactions with higher service levels
- The streamlined workflow, special queues and a faster turnaround time enabled managing the customer requests better and customer service improved significantly. Our client’s service levels with end customers went up from 67 percent to over 95 percent with Indecomm’s solution.
- Indecomm’s client experienced a cost savings of over 30 percent

The Results

- Indecomm’s structured and thorough approach convinced the client that critical functions such as search and exam could be outsourced with consistent service levels, as long as they found the right outsourcing partner

