

## ABSTRACT TYPING / TITLE PREPARATION - CASE STUDY

### In Brief

- A large settlement services provider was struggling to meet clients' turn time expectations due to peaks in volume and found it difficult to find employees with the required mortgage knowledge and typing skills
- Indecomm implemented a comprehensive process using proprietary technology tools and matched employee skill levels to the process functions

### 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

- Client was grappling with a significant surge in transaction volumes during a boom cycle, which lasted for a couple of years
- There was a need to ramp-up the volumes quickly as order flow was high and there was a large backlog
- The client was unable to meet process turn times as agreed with their customers
- The process required people with knowledge on mortgage documents as well good typing skills to prepare the reports

### Solution Summary and Key Benefits

- Indecomm developed a platform for title typing by having seamless integration with our client's application to prepare various title reports such as Deed Reports, Property Reports, Full Title Reports, etc., within 6 weeks of our engagement. We recognized early on that automating the workflow and queue management was a key to success
- By having XML integration with our client's system, we ensured the orders showed up in our application's queues as soon as the client receives a request for a report from their client. This helped us tremendously by reducing waiting time in the process

- We split the process into two steps - to be performed by people with two different skill sets i.e. the Marker and the Maker and we built our application to support these process steps
- A marker is someone who has good knowledge of Mortgage documents and the title process. The marker's role is to do the complete review of the package and marks all relevant information on the document. A maker is someone with good typing skills. The maker goes through all the fields in the application and types the information, which was highlighted by the marker
- We were able to utilize our experienced team members to review and mark the document images for typing. The data entry on the marked document was carried out by lower-skilled resources that we could recruit and train. Our QC team reviewed the final product before we turned it over to our client

## The Results

- Indecomm's solution helped in scaling up the process rapidly. We cleared the backlog within eight weeks of taking over the process and managed all their volumes within the first 60 days of transition
- The automated application with built in rules, queue management and streamlined workflow improved the overall productivity and process efficiency by more than 35 percent in a short span of time
- The client's staff was able to focus more on customer service and new business while Indecomm was able to manage their volumes efficiently
- The streamlined workflow and special queues enabled managing the customer requests better and customer service improved significantly
- Turn time and quality improved significantly – Priority orders were returned to client within two-four hours and our accuracy was over 95 percent