

20% Reduction in Cycle Time in Mortgage Appraisal management



The Customer

A Top 3 U.S. Appraisal Management Company

Business Situation



The client had 14 different processes of **varying complexity** and they wanted to:

- To reduce cycle time for appraisal reviews
- Increase production hours to cover different time zones
- Reduce cost

Planning



SLK used **SmarTrans®** methodology to build a roadmap for outsourcing

Plan was based on complexity, risk and potential automation possibility

Processes were prioritized into quick impact versus complex

Operations



Hired 60 FTEs in 5 weeks including SMEs and experienced resources

Mix of both onsite as well as remote training models was utilized

APPROACH



BENEFITS

- ▶ **20% reduction in turn times** (5.8 days to 5.3)
- ▶ **Quick implementation** of 14 different processes
- ▶ Remote transitions for quicker breakeven/ **cost savings**



We are very appreciative of your commitment to this partnership. Every day yields greater validation that we made the right choice with SLK. We are looking forward to expanding the relationship to its fullest.

Chief Operating Officer of AMC