

Case Study: Cycle Time Improvement by Outsourcing Complex Processes



Speed of implementation and improvement in cycle time by 20%



BUSINESS CHALLENGE

- Appraisal company wanted to outsource 14 different processes with varying complexity
- Cycle times needed to be reduced for appraisal reviews
- Production hours needed to be increased to adjust different time zones
- Increased regulations further added to the costs
- Customer is new to outsourcing.



APPROACH

- SLK conducted SVA and built a roadmap for outsourcing based on complexity, risk and potential automation possibility
- Prioritized for quick impact and phased out for more complex processes
- SLK was new to the appraisal review domain - however, SLK's robust hiring practices helped a quick ramp up of initial 60 FTEs including SMEs and laterals
- Mix of both onsite as well as remote training models



BENEFITS

- Ramp up of 60 FTEs achieved in 4-5 weeks
- Remote transitions resulted in significant cost savings
- Improved quality and turn times after outsourcing
- 100% volumes were handled within a month of achieving a steady state including scope expansion
- Based on the initial success, SLK asked to transition 4 critical (tier 3) review processes



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

