

# 200% Productivity Increase in Title Insurance Data Entry & Indexing



## The Customer

One of the largest Title plant building companies

### Business Situation



**Needed to digitize public records** of their title plant

Sudden **surge** in documents received for entry and indexing

**Low productivity** - manual entry of 80+ fields from different county documents

### Solutioning



**Introduction of OCR** (Optical Character Recognition) capabilities

**Predictive data entry** using **algorithms** to eliminate entry of over 25% of the fields

### Execution



Processes handled out of **3 SLK centers** to manage the quick ramp up

**Ramped up** from zero to 1,000+ FTE's within 8 months

APPROACH

### Value Delivered



#### Higher productivity in output

- Increased entry from **60 to 195** documents per hour
- **Online** quality & control charts dashboard to monitor and **improve quality**

#### Manage project volume fluctuations

- Customer did not have to **manage staffing** when volumes declined



*I have enjoyed the partnership. Look forward to increase our processes and resources to take full advantage of the services offered*

*Support Services Manager*