

# Case study: Managing Volume Surge in Title Insurance



Productivity increased to 195 documents per hour



## BUSINESS CHALLENGE

- One of the largest Title plant building companies in the U.S required SLK Global to digitize public records for their title plant
- Faced a challenge of sudden surge in volumes amounting to digitization of over 1 million documents per month to keep their title plant updated
- Low productivity in data entry because of variation in county documents, and because each document required manual entry of 80+ fields



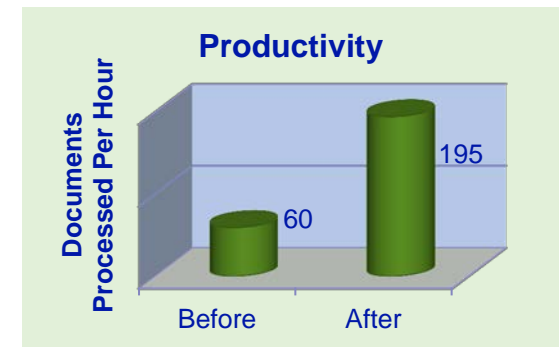
## APPROACH

- SLK Global deployed Six Sigma Black Belts to conduct value stream mapping and identify non value added (NVA) steps to create an efficient workflow
- Areas of process improvement and automation were identified: introduction of OCR (Optical Character Recognition) capabilities, predictive data entry using algorithms to eliminate entry of over 25% of the fields
- Processes handled out of 3 SLK centre's to manage the quick ramp up
- Ramped up from zero to 1000+ FTE's within 8 months spread across 3 locations



## BENEFITS

- Productivity gains – increase from 60 documents per hour to 195 documents per hour
- Online quality reports and control charts helped improve quality
- Customer did not have to hire/ train/ retain staff and manage staffing when volumes declined



I have enjoyed the partnership established with SLK as we've been able to establish a good working relationship. I look forward to working with your office in the future and hopefully increase our processes and resources to take full advantage of the services offered

*Support Services Manager, Leading Title Data Provider for Banking and Mortgage Industry*