

# Quick & Flexible Ramp-up: 1,000 FTEs Within 8 Months Across 3 Cities for a Data Entry and Indexing Process



## The Customer

Leading nationwide mortgage data & analytics provider

### Business Situation



Major challenges for a customer in building a nationwide title plant

- **Short timeframe** to ramp up & complete the historical build
- Keep costs low as scale of data was large (several billion pieces)

### Solutioning



Built infrastructure **for a quick ramp up (spread across 3 sites)**

Massive recruiting campaign using traditional, online, and creative recruiting techniques

Training and ongoing certification for every county to address data variations

### Execution



Built customized “Pre-processing” & “Key from Image” application, and workflow to send & receive large number of image and documents/ images via ftp, hard drives

APPROACH

### Value Delivered



**Flexible ramp up and down offered to customer**

- **Ramped up from 0 to 1,000+ FTE's** across 3 locations
- Flexible Staff ramp down (reduced FTE count to **300**)

**Reduced backlog in title plant building**

- **Indexed 50+ million** documents within 30 months



*My company has worked with SLK and we have nothing but great things to say about our partnership. SLK is extremely reliable and they have been a pleasure to partner with.*

*Senior Partner Relations Officer*