200% Productivity Increase in Title Insurance Data Entry & Indexing

1 Customer

1. One of the largest Title plant building companies

2 Business Situation

1. **Needed to digitize public records** of their title plant
2. Sudden **surge** in documents received for entry and indexing
3. **Low productivity -** manual entry of 80+ fields from different county documents

3 Solutioning

1. **Introduction of OCR** (Optical Character Recognition) capabilities
2. **Predictive data entry** using **algorithms** to eliminate entry of over 25% of the fields

4 Execution

1. Processes handled out of **3 SLK centers** to manage the quick ramp up
2. **Ramped up** from zero to 1,000+ FTE's within 8 months

5 Value Delivered

Higher productivity in output

1. Increased entry from 60 to 195 documents per hour
2. Online quality & control charts dashboard to monitor and improve quality

Manage project volume fluctuations

1. Customer did not have to manage staffing when volumes declined

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