25% Volumes Surges Processed for Appraisal Management Company While Reducing Cost

1 Customer

1. Leading nationwide Appraisal Management Company (AMC)

2 Business Situation

1. Customer looking to:
   1. Reduce turn time
2. Increase coverage hours to support all time zones
3. **Manage cost pressures** from increasing cost of managing regulations

3 Solutioning

1. Client & SLK partnered on a complimentary Strategic Value Assessment
2. **Roadmap of outsourcing** based on complexity, risk and potential automation possibility

4 Execution

1. Initial processes identified included Order Entry, Purchase Agreement Needed, FHA Case # Needed and Initial QC Reviews
2. Later phases covered Document Review (Appraiser License and E&O Insurance), Re-Reviews and Post Complete Revisions

5 Value Delivered

1. Improved customer service using 24-hour shifts
2. Significant cost savings ~30%
3. Flexibility to expand operations without adding fixed cost (handled up to 25% additional volumes when required)

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*We are very appreciative of your commitment to this partnership. Every day yields greater validation that we made the right choice with SLK. - **Chief Operating Officer of AMC***