32% increase in productivity for Data Entry

1 Customer

1. One of the largest Lender Placed Insurance company in the U.S.

2 Business Situation

1. Average handling time per document was high resulting in longer data entry turn times
   1. Productivity Rate - 19 docs per hour per person

3 Solutioning

1. Independent teams created to support end client accounts
2. Created a knowledgebase of standard operating procedures to enable quicker information dissemination

4 Execution

1. Rigorous training for each team based on client specific requirements and types of documents supported.
2. Cross trained teams

5 Value Delivered

32% improvement in productivity

1. From 19 docs per hour to 25 docs per hour

Above SLA accuracy and turn time levels maintained for all 26 end-clients that was being serviced by the customer

*We would like to express our appreciation for the outstanding service we have received. It is a partnership that fosters productive interactions, dedicated resources to improving quality and production numbers. We value your teams service in helping **us** reach our SLA's with our clients.- **SVP, Lender Solutions***

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