99% of High-Volume (4,000+) Batches Completed on Time using SmartProp®

1 — Customer

1. Top 10 Residential Mortgage Lender Solutions company

2 — Business Situation

1. Title Search for multiple lender portfolios
2. **Fluctuating and batch volumes running into thousands** of searches for each batch
3. Severe **Quality and Turn time issues** from multiple vendors

3 — Solutioning

1. **SmartProp®** property search deployed
2. Independent teams to handle Title Searches, Typing and for **100% Quality Review**
3. **Multiple** abstractor networks to obtain best turn-times and prices

4 — Execution

1. **Cross-trained teams** to handle the batches received at the start of every month
2. **Real-time order status tracking** with rigorous SLA's to improve turn-times
3. Continuous training programs to maintain quality levels

5 — Value Delivered

Exceeded Turn time requirements

1. 99% high-volume batches delivered in 2-3 weeks based on batch size (vs. 95% target)
2. Regular volumes - 95% within 3 days

Batch flat pricing by SLK to enable easy cost tracking

Customized reports - included foreclosure information

*Great month team! Definitely pleased with the performance - **Director, Title Vendor Management***