Delivering 59% Quicker & with 65% Improved Accuracy in Property Current Owner Search

1 Customer

1. Top 10 Title Insurance Underwriting company

2 Business Situation

1. Customer's Property search process had **many exceptions**
2. Differing procedures and procedural updates made it **hard to manage**

3 Solutioning

1. SLK created **detailed procedures** to take care of procedural exceptions
2. Introduced **three level process** of Search, Exam & Typing with appropriate quality control

4 Execution

1. Started with small team and low volumes (5-10 orders a day) to first improve quality levels
2. Later, hired experienced staff to scale-up to full capacity

5 Value Delivered

1. **65% improvement in Quality within a span of 7 months**
2. **59% faster: 14 Hours Average Turn-Time in achieved in SLK compared to 24 hours at customer site**

© 2021 Coforge

It's all your great efforts that the performance trend is showing incredible results. Keep up the good work.
*- **Manager, Title Insurance Underwriting Company***