Helping Customer Grow by 60% By Offering 4 Hours Turn Time in TSG Typing

1 Customer

1. One of the Largest Mortgage and Title Services Provider in the U.S

2 Business Situation

1. Offered Trustee Sale Guarantee (TSG) for foreclosures
2. SLK was asked to enter TSG's into the customers system

3 Solutioning

1. Implemented workflow checklists and 100% internal audit as an immediate control
2. Hired skilled quality analyst and aligned production & quality audit teams to collaborate and fix knowledge gaps

4 Execution

1. Daily assessment & typing tests to improve the speed and accuracy of output

5 Value Delivered

1. Customer grew volumes by ~60% as their product and service improved
2. Improved quality from 91% to 99%
3. Turn Time assured at 4 hours a report

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