Managing Volume Surges using SmartTrak® Tax Reports

1 Customer

1. A Provider of Nationwide Real Estate Tax and Municipal Lien Searches in U.S.

2 Business Situation

1. Difficulty in **managing** volume **surges** in tax research without **increasing headcount**
2. Adding resources would mean increased **fixed costs**

3 Solutioning

1. Use of SLK's **SmartTrak®**
2. **Solution** for order placement, tracking and fulfilment

4 Execution

1. All **exceptions** handled manually by a **dedicated team**
2. Deployed **independent teams** for **100% Quality Review**

5 Value Delivered

Robust volume and turn time management

1. Met turn times while maintaining quality
2. Successfully managed volume overflow at no additional cost

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