

Case Study

NextAce Automation scales to your needs regardless of report type, volume or timing

SUMMARY

The Northern California Regional Title Group chose the NextAce® TitleEdge® platform to realize time and staff savings on the production of refinance reports. After working closely with NextAce to customize, enhance and improve their workflow on refinance reports, they expanded the number and types of reports they process on the platform to include resale and other long-form reports, as well as commercial.

THE CHALLENGE

Keeping production running smoothly with a smaller staff, a variety of products and occasional changes in production volume

Prior to implementing TitleEdge, the Northern California Regional Title Group used offshore partners to produce reports manually. While offshore production reduced labor costs, the time consuming tasks of producing search packages slowed production, particularly when volume spikes occurred.

THE SOLUTION

TitleEdge platform for automated title production

NextAce was initially implemented for refinance reports. The ease of use, with search packages automatically loaded into their production system — with notes and codes already prepopulated into the reports— helped save time during the search function.

RESULTS

Processing new report types has increased as features and functions have improved

The team recognized the benefits of automation using TitleEdge for refinance reports and added their resale and long-form report processing as well. As NextAce worked with the team to customize and expand the features for the Northern California Title Group, the reliability and accuracy of the platform became a trusted, proven replacement for nearly all of their manual processes.

Using TitleEdge has helped the Northern California Regional Title Group to produce up to 11,000 orders per month with just four people performing the search and locate functions, instead of ten.

CONCLUSION

Automation can be trusted to keep production going even when spikes in order volume occurs

According to Jim, automation is their key to keeping business moving along regardless of changes in staff, or spikes in order volume. Because TitleEdge delivers his staff a pre-examined report in less than five minutes on average, he can easily adjust to new levels quickly without production getting bogged down in searching and typing.

NextAce technology provides time and staff savings resulting in reduced costs, improved efficiencies, increased productivity, better accuracy and an enhanced production workflow. Learn how NextAce can transform your title production with TitleEdge. Contact NextAce today.

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Jim King

VP/Manager,
FNTG/Northern California
Regional Title Group

About the Client

Jim King is Vice President/Manager for Fidelity's Northern California Regional Title Group, overseeing title production for Fidelity, Chicago and Lawyer's Title across Northern California.

About NextAce

NextAce is the premier provider of automated title search and examination solutions and data extraction services. With unmatched integration across multiple production platforms, NextAce connects a vast network of data resources to accurately produce a single, or thousands of title reports across the nation in a matter of minutes. Technology from NextAce automates the search, exam and report building processes that were previously done manually, transforming the way the title industry performs title production.



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