NextAce®

SAVINGS

CASE STUDY

TITLE EDGE

"TitleEdge does the same job manual production used to do, but with automation it is done more quickly and with fewer staff resources."
Dominic Wooten

Production Supervisor,
Fidelity's San Jose
Title Group

SUMMARY

The Fidelity San Jose Central Production Facility began using the NextAce® TitleEdge® platform to realize cost savings in their operations. Following implementation — and, in hindsight — the team realized that they didn't know how inefficient the manual search and exam process was until they moved away from it. The NextAce TitleEdge platform gave the team the alternative to manual production that they didn't know they needed.

CHALLENGE

Reduce costs through staff and time savings

The production team was made up of small departments with order desk staff, search teams and examiners. Production was resource intensive and time consuming as each step of the process took hours to fulfill. Challenged with reducing costs and increasing productivity, the client looked for alternatives to the standard manual production process.

SOLUTION

TitleEdge automated title production – search, exam and final reports

Initially, the San Jose Title Group was one of the last Northern California groups to implement TitleEdge following a company initiative to adopt the platform for costs savings and better standardization of production.

With TitleEdge, the San Jose Title Group was able to automate the search and exam process and give their examiners a head start on the report process. NextAce automation eliminated steps that manually took hours and sometimes days – completing these steps in just minutes. Examiners pick up the process after order, search and data extraction has been performed through NextAce automation.

RESULTS

More than 95 percent of Fidelity San Jose Title Group's orders are opened and completed on the TitleEdge platform

While initially there was a learning curve, the team has embraced the TitleEdge platform and now only a very small percentage of orders are completed manually. On average, more than 95 percent of their orders are processed using automation, and in most months, 100 percent of orders are opened and completed on the platform. "TitleEdge does the same job manual production used to do, but with automation it is done more quickly and with fewer staff resources." said Dominic Wooten.

NextAce automation gets the final report completed with 80-90% of the work done before any human involvement. The examiner is simply double-checking that the system did its job by performing QA on the report and confirming that the information is accurate. There is very limited human involvement, and the time required by the examiner is reduced to less than 15 minutes, and in many cases – less than 5 minutes.

CONCLUSION

Automation is the key to keeping business moving along quickly and efficiently

Automation is the key to keeping business moving along regardless of changes in staff, order volume or order type. TitleEdge does the work quickly, accurately and efficiently requiring fewer resources. For title production managers and supervisors, this means less time and staff is required to gather and upload documents, key-in data, perform the exam and finalize the report. Dominic concluded, "For examiners, it means having 80-90% of their work done before they touch an order, allowing for more orders processed in a day."