

TITLE INSURANCE

Document Hyperlinking



? WHAT IS A HYPERLINKING WORKFLOW?

Process requires identification of all Schedule B docs, plat map, APN/PIN, tax sheet and vesting deed, which are retrieved and uploaded to a shared drive. Then, the path to each document's location is hyperlinked to the respective instrument number within the final commitment report for ease of access and viewing. The final hyperlinked document is uploaded to the respective order folder in the title production system.

THE CHALLENGE

Client is a leading national title underwriter, seeking to automate the hyperlinking workflow process.

- Highly labor-intensive process: 30-45 minutes per order
- Worker fatigue resulted in processing and data entry errors
- Difficulty in managing volume fluctuations caused service level defaults

SOLUTIONS AND RESULTS

TrueFocus implemented customized, unattended RPA automation, which standardized the process and captured all nuances. The results empowered the underwriter to reassign skilled labor to more complex, productive tasks as well as accelerating the process.

- ✓ Documented the As-Is and To-Be processes
- ✓ Two weeks of bot development, two weeks of testing, GO LIVE week 5
- ✓ 100% processing accuracy
- ✓ 99% automation achieved
- ✓ 13,700 annual labor hours saved
- ✓ 20,000 orders processed per year

ABOUT TRUEFOCUS AUTOMATION

We provide custom software "bot" development and Automation as a Service solutions. Our team designs, builds and implements your digital workforce of bots to automate processes across all areas of your title business. Contact us to begin your transition away from manual, tedious, and error-prone processes and redeploy your skilled labor to more engaging tasks while increasing job satisfaction.

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