

## TITLE INSURANCE Order Creation / Open Orders



### BRIEF DESCRIPTION OF THE ORDER CREATION PROCESS

Create a new order within a title production system based on input data received from lenders/escrow officers to initiate the title search process. The Input data for this process can be provided through emails, PDF attachments or a secondary production system (Qualia).

### THE CHALLENGE

The client is a leading national title insurance underwriter, seeking to automate their order creation process within their title production system (TPS).

- Repetitive, tedious process consumed the time of highly skilled and expensive resources
- Delay in the orders getting created due to the unpredictable pattern of incoming volume, resulting in delays in downstream processing of the orders
- Unstructured & incomplete Input data from lenders, escrow officers resulting in delays in order creation

### SOLUTIONS

TrueFocus documented the as-is and to-be process workflow and implemented a customized, unattended RPA bot solution.

- Created a standardized order request form accessible online and device agnostic.
- Built a customized bot to capture order details from email text, PDF attachments and alternate title production systems (TPS) to create the order within the primary TPS.
- Bots are trained to download the assessor and taxes details at the time of order creation to provide a jump start to the title search process.

### RESULTS

The results empowered the underwriter to reassign their most skilled labor to more complex, productive tasks as well as significantly reduce their turn times.

- ✓ Orders created within 15 mins of receipt, 24/7
- ✓ 100% automation achieved with no rejections
- ✓ Solution expanded into multiple states
- ✓ Lenders and escrow officers can place orders on the go using the standardized online form

### 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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