

TITLE INSURANCE

## Vendor Search Results



### ? PROCESS OVERVIEW

Verify the results of the vendors coming through email, importing the data (commitment report) and uploading title search documents to the respective order within SoftPro.

### ⚙️ THE CHALLENGE

Reliance on manual labor to import data from vendor emails into the title production system (SoftPro) is causing bottlenecks and inaccuracies in the workflow, leading to delays.

### 💡 SOLUTION(S)

Implement Robotic Process Automation (RPA) to seamlessly import the data from vendor emails and upload the documents to the respective order within TPS.

### 🔄 IMPLEMENTATION

- ✓ Documented the As-is and To-be process workflow.
- ✓ Standardized the email subject line, naming convention of the documents attached to the email.
- ✓ Created an exception handling workflow for orders that did not meet the acceptance criteria.

### 📈 RESULTS/OUTCOME

- ✓ Bot developed within 4 weeks and went LIVE in 5th week.
- ✓ 100% automation achieved.
- ✓ Bot deployed to run 24/7, each order is completed within 10 mins of receipt.
- ✓ 3,800+ annual labor hours saved.

### 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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