

Real Estate Flood Certification

Client

A licensed service provider of property tax search and flood zone determination service.

Business challenge

The client was dealing with the following challenges:

- Increasing operating costs impacting the business' ability to produce profitable returns
- Increasing liabilities from FEMA to follow compliance regulations
- Automation efforts plateaued at 69%, manual efforts remained an integral part of the operations

Approach

Implemented a back-office business process management capability via a global delivery model:

- Within two months, ThoughtFocus deployed a dedicated team of 80 resources, bringing the client back into FEMA compliance and reducing costs by leveraging offshore labor
- Business process segregations were created for daily volumes and life of loan volumes to increase efficiency
- Enabled the integration of special tools like aerial maps, parcel maps, and overlay technologies to improve each resource's efficiency

Results

A team of dedicated GIS searchers was established in the ThoughtFocus' India delivery centre:

- Over 98% of orders are processed within a 24 hour turn around time window
- The entire volume of life of loan orders was made compliant with FEMA regulations within three months of service delivery
- By leveraging skilled teams to build strong databases, ThoughtFocus increased automation rates by 85% and reduced manual volume by 16%
- The cost per search order was reduced by over 55%

Business benefits

- Reduced operational costs
- Reduced turnaround time
- Made compliant with regulations

ThoughtFocus is a US based, privately held consulting, software engineering and business process management firm with offices in the US, India and the Philippines. We help clients in avionics, education, financial and insurance services, manufacturing, payment and loyalty solutions industries with their key business and technology challenges.

ThoughtFocus is a Blackstone Innovation Fund portfolio company.