

# Back Office Process Management

## Client

Is a customer-centric, technology-driven, innovative provider of real estate information, and transaction management solution.

## Business challenge

The client provide comprehensive support services for mortgage closings including title searches, property tax searches, chains of ownership and property appraisals:

- Current vendors had consistently under delivered on service level agreements while increasing costs year over year
- There was a lack of automation or process efficiency and a minimal innovation

## Approach

Partnered with our client to implement a back-office business process management capability via the hybrid captive model:

- The service was put in place by defining core process requirements and detaining a re-engineered process that could effectively be executed from offshore
- Our team identified the bottlenecks in business processes including, a lack of coordination between the abstracting team and the data typing team, high load tasks that created system constraints and a lack of a common processing engine across business units
- A pilot team was deployed and based on positive performance, ramped to over 200 resources

## Results

The hybrid captive centre was able to deliver cost and efficiency improvements, while reducing overall operation risk:

- First year cost savings exceeded 42% due to direct resource cost reduction and vendor consolidation
- Six vendors were reduced to a single relationship, reducing management time and vendor risk
- The business process was improved and web-based access implemented to drive efficiency
- Turn-around times for processing were reduced while simultaneously improving quality

## Business benefits

- Improved efficiency through web-based access implementation
- Reduced costs by vendor consolidation
- Quick turnaround time while improving quality

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.

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