Case Study

Embracing available technology
streamlines processes
and increases
efficiencies

SUMMARY

The Fidelity National Title Central Production Unit (CPU) in Illinois began using the NextAce TitleEdge® platform in 2015 to further streamline their production processes. Working closely with the NextAce Customer Advocate Team, the CPU was able to increase production volume by reengineering their workflow using TitleEdge automation.

THE CHALLENGE

Streamline processes at an already efficient operation

Prior to implementing TitleEdge, Joe's team used title plants, manual searches and county websites to perform search and exam. Joe worked to streamline processes already in place, making his operations more efficient. But, rekeying information and searching through hundreds of pages of documents was time consuming and tedious. To streamline his operations further, he decided to advance his production process with automation from NextAce.

THE SOLUTION

Customized implementation of the TitleEdge platform with ongoing modifications and enhancements

Since the title insurance industry is a very complex business environment with multiple systems of oversight and regulation along with customized codes, underwriting guidelines and templates by company, organization, state and even at the county level, the NextAce Customer Advocate Team works closely with each customer to determine how their current manual workflow can best be automated within the TitleEdge platform. Using their subject matter expertise in title production, the complexities of their customers' businesses and their historical knowledge of best practices on the TitleEdge platform, the Customer Advocate Team analyzes, compares and chooses the best options for developing a customized implementation for each client.

RESULTS

Improved turn times and a reengineered, automated workflow resulted in reduced costs and streamlined production

Following implementation, Joe's team increased production volume by nearly 70% one month and considers NextAce a key factor in making that possible.

"Reengineer your workflow, embrace automation and continue to work to be the best. Whatever you're doing today can always be made better" explains Joe. "I am committed to making gradual changes and tweaks until the process is as seamless as possible to create the most efficient environment."

CONCLUSION

Businesses become and remain competitive by partnering with NextAce to continuously improve how business is performed

Working closely with the NextAce Customer Advocate Team, Joe and his team were able to enhance an already efficient business model by customizing TitleEdge and improving their workflow. Changing from a manual process to automation saved hours of staff resources looking up codes and typing. And, with documents automatically posted to their production system, TitleEdge keeps his operation in audit compliance.

NextAce technology provides time and staff savings resulting in reduced costs, improved efficiencies, increased productivity, better accuracy and an enhanced production workflow. Learn how NextAce can transform your title production with TitleEdge. Contact NextAce today.

About the Client

Joe Toolis is Vice President, CPU Title and RLC Closing Manager at Fidelity National Title in Illinois. Joe manages the title production processes for multiple states including Illinois and Indiana.

About NextAce

NextAce® is the premier provider of automated title search and examination solutions and data extraction services. With unmatched integration across multiple production platforms, NextAce connects a vast network of data resources to accurately produce a single, or thousands of title reports across the nation in a matter of minutes. Technology from NextAce automates the search, exam and report building processes that were previously done manually, transforming the way the title industry performs title production.

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