

A circular graphic containing a photograph of a person's hand resting on a laptop keyboard. The image is semi-transparent and serves as a background for the main title text.

EASE OF USE

CASE STUDY

TITLE EDGE

“Working with a reliable and fast platform is important. More importantly, while the system is reliable and fast, it provides accurate results and accuracy trumps everything.”

VP/Chief Title Officer

SUMMARY

The client's California title company began using the NextAce TitleEdge® automated title production platform in 2013 to streamline their production processes. Compared to their original automation platform, TitleEdge was more quickly adopted by the team because of its easy, intuitive interface and accurate, nearly complete reports.

CHALLENGE

Increasing the adoption of automation in the examination process

Prior to implementing TitleEdge, the client's team used an alternative, less robust automated system that left some team members struggling to adapt. Initially, this resulted in employees being designated to work exclusively in either automation or manually.

SOLUTION

TitleEdge platform for automated title production

NextAce was initially implemented for refinance production. The ease of use, with search packages displayed while the examiner moves through the final, auto-keyed report to validate the data — helped save time on the examination process.

RESULTS

Nearly complete reports requiring fewer changes and less polishing provided greater efficiency than the previous system

The client's team quickly recognized that working within the multiple windows of the NextAce TitleEditor tool made their workflow more efficient. Seeing all the components of the search package — along with the finished product — made it easy to use. And, with no linear path required for reviewing and validating each order, it allowed users to accomplish the validation task more efficiently — leading to greater adoption of automation.

CONCLUSION

Easy-to-use automation resulted in greater adoption, more efficiency and an expansion of business

Through greater accuracy, efficiency and speed, the client worked beyond simple short form refinance products and now leverages the platform to produce resale reports which makes them more competitive. And, because the client has reduced their costs, they are expanding into new counties.

