

The background of the top half of the page is a dark blue gradient. It features a network of white icons connected by thin white lines. The icons include a smartphone, a person silhouette, a gear, a checklist, a document with a pencil, a checkmark, and a magnifying glass. A hand is visible on the right side, pointing towards the center of the page.

EFFICIENCY

CASE STUDY

TITLE EDGE

"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."

Joe Toolis is Vice President,
CPU Title and RLC Closing Manager
at Fidelity National Title in Illinois.

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.

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.

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.

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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.

