

# SCALABILITY

# CASE STUDY

## TITLE EDGE

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“Using TitleEdge allows the Northern California Regional Title Group to produce up to 11,000 orders per month with just four people performing the search and locate functions, instead of ten”

Jim King

VP/Manager,  
FNTG/Northern California Regional  
Title Group

## SUMMARY

The Northern California Regional Title Group chose the NextAce® TitleEdge® platform to realize time and staff savings on the production of refinance reports. After working closely with NextAce to customize, enhance and improve their workflow on refinance reports, they expanded the number and types of reports they process on the platform to include resale and other long-form reports, as well as commercial.

## CHALLENGE

### **Keeping production running smoothly with a smaller staff, a variety of products and occasional changes in production volume**

Prior to implementing TitleEdge, the Northern California Regional Title Group used offshore partners to produce reports manually. While offshore production reduced labor costs, the time consuming tasks of producing search packages slowed production, particularly when volume spikes occurred.

## SOLUTION

### **TitleEdge platform for automated title production**

NextAce was initially implemented for refinance reports. The ease of use, with search packages automatically loaded into their production system – with notes and codes already prepopulated into the reports— helped save time during the search function.

## RESULTS

### **Processing new report types has increased as features and functions have improved**

The team recognized the benefits of automation using TitleEdge for refinance reports and added their resale and long-form report processing as well. As NextAce worked with the team to customize and expand the features for the Northern California Title Group, the reliability and accuracy of the platform became a trusted, proven replacement for nearly all of their manual processes.

Using TitleEdge has helped the Northern California Regional Title Group to produce up to 11,000 orders per month with just four people performing the search and locate functions, instead of ten.

## CONCLUSION

### **Automation can be trusted to keep production going even when spikes in order volume occurs**

According to Jim, automation is their key to keeping business moving along regardless of changes in staff, or spikes in order volume. Because TitleEdge delivers his staff a pre-examined report in less than five minutes on average, he can easily adjust to new levels quickly without production getting bogged down in searching and typing.

