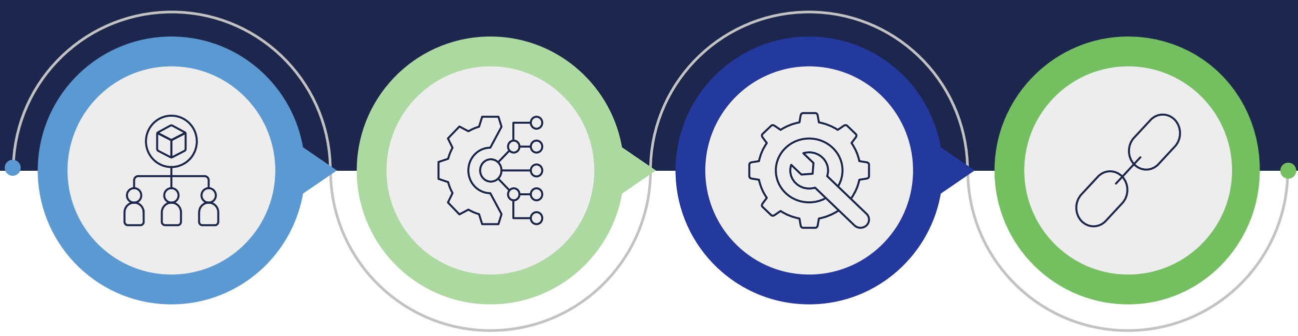
THOUGHTFOCUS

42% Cost Savings Through Back-Office Transformation via Hybrid Captive Model for a Leading Title and Escrow Provider

The client is a leading North America-based title and escrow services provider supporting mortgage closings through services such as title searches, property tax searches, ownership chain validation, and property appraisal support. With operations spanning multiple business units, the organization relied on a network of third-party vendors to manage high-volume, document-intensive back-office processes.

Business Challenge

The organization managed its back-office operations through six separate vendors, each handling different segments of the title and escrow workflow. This fragmented model created significant operational challenges:



- Existing vendors consistently missed SLA targets while operating costs increased year over year
- Limited process across abstraction and data-entry workflows led to low operational efficiency and high error rates
- Existing service providers offered minimal innovation or process improvement, resulting in stagnant workflows and outdated practices
- Heavy reliance on multiple third-party tools and fragmented technology created redundant handoffs, inconsistent data handling, and limited visibility across business units

Solution Overview

ThoughtFocus implemented a hybrid captive model to establish a scalable back-office business process management capability. The engagement covered process assessment, workflow standardization, and deployment of a unified operating framework:

- Conducted detailed analysis and re-engineering of core business processes to identify inefficiencies, eliminate bottlenecks, and enable efficient offshore execution
- Standardized workflows across abstraction and data-entry processes, replacing fragmented practices with a unified processing framework across business units
- Optimized high-volume tasks that were creating operational delays and system constraints, improving turnaround times and processing accuracy
- Deployed unified workflow and processing tools with improved vendor consolidation and operational oversight through a structured governance framework
- Deployed a pilot delivery team and successfully scaled to 200+ resources within eight months, establishing a hybrid captive center for optimized offshore execution

Business Outcomes

01 — **42%** cost savings achieved within the first year

02 — Reduction of **Six** vendors into a single strategic delivery partner

03 — **15%** improvement in quality, achieving **99.98%** accuracy

04 — **Faster** processing turnaround times across workflows

05 — Improved operational efficiency through **web-based** processing tools

06 — **SOC** and **ISO-certified** operations ensuring compliance, security, and reliability

See what a unified delivery model can do for your operations. Contact us at **info@thoughtfocus.com**