

ThoughtFocus Drives Efficiency and Growth for a Leading Real Estate Services Company

- Specialists in Title & Escrow Services

CHALLENGE

Driving back-office efficiencies

The client provides real estate services including title, resale, lending, escrow, transaction management, and more. The client has been serving real estate consumers and professionals in Southern California for almost 5 decades. Client realized that some of their title insurance processes were too slow, costly, and/or error prone. They needed a partner with a scalable workforce and domain expertise to manage their title insurance processes at an optimized cost.

SOLUTION

A scalable workforce with domain expertise

ThoughtFocus was selected to support back-office title processing. The ThoughtFocus team, quickly and successfully transitioned processing services from an existing team and started providing processing services independently, delivering immediate and significant improvement in service, quality, and accuracy across multiple services including commitment reporting, deal reporting, and title examination (Policy Typing) and title search. Additionally, ThoughtFocus provided business process optimization by streamlining business processes into smaller steps, assigning skilled staff to each step in the process, providing significant improvement in document processing with improved turnaround time.

RESULTS



ThoughtFocus quickly and successfully transitioned processing services from an existing team and started providing processing services independently, delivering immediate improvements in service.

TIMELINE

2017

ThoughtFocus takes over the baton from an existing team to initiate processing services independently.

2018
|
2019

ThoughtFocus streamlined all business processes to optimize efficiencies. Processes were divided into smaller steps with different specialized teams managing individual steps to achieve tremendous efficiency improvement.

2020
|
2021

ThoughtFocus continues to provide back-office services. The client added additional services to the same team, allowing extra capacity with minimal impact on cost.

BENEFITS

Flexible technology partner



A **scalable workforce at an optimized cost** reduced inefficiencies and improved processing speed.



ThoughtFocus **streamlined their processes** into individual smaller sub-processes with skilled resources for each process step.



Specialization and process optimization created significant improvements in document processing with a faster turnaround time.



Launched new services faster and delivered a 20% productivity improvement.

ThoughtFocus helps forward-looking companies innovate. We are a technology leader in financial services and manufacturing. Our innovative and cutting-edge technology solutions enable new capabilities to be deployed faster, deliver better user experiences, and reduce operating costs. We do this through executional excellence, guaranteeing innovation, and mitigating the risk of change. ThoughtFocus has a single mission – helping you achieve a better future faster.

We are a US based privately held company funded by Blackstone with over 2300 employees across offices in 5 different countries.