

National Settlement Services Summit

Operations Boot Camp

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Re-Tooling Your Operations for Growth and Profitability

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Re-Engineering Your Operations – Why?

- Most Title companies do things simply because its “the way it’s always been done”
- By most other industry standards, our process flows are haphazard at best
- There are no rules, just best practices as guidelines
- The best process is the one that works well for your title company



Where You Gain – Specifically?

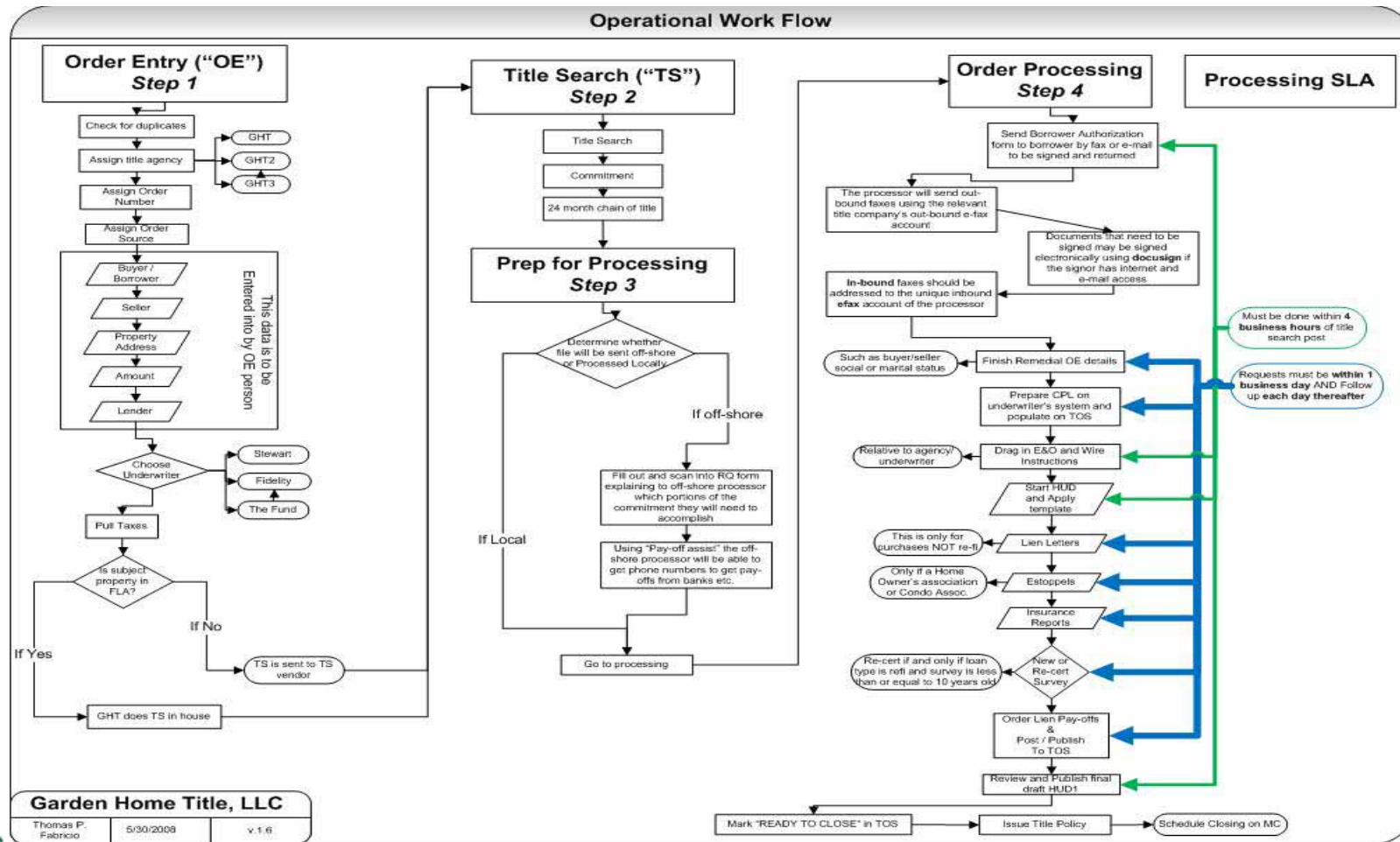
- More orders from existing and new clients by integrating directly into their LOS systems
- Greater accuracy, less mistakes, few delays in closing
- Many title companies can cut operational costs by as much as 40%
- More referrals from happy consumers and LO's and Realtors
- 100% visibility into your company's life blood



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Define your current process

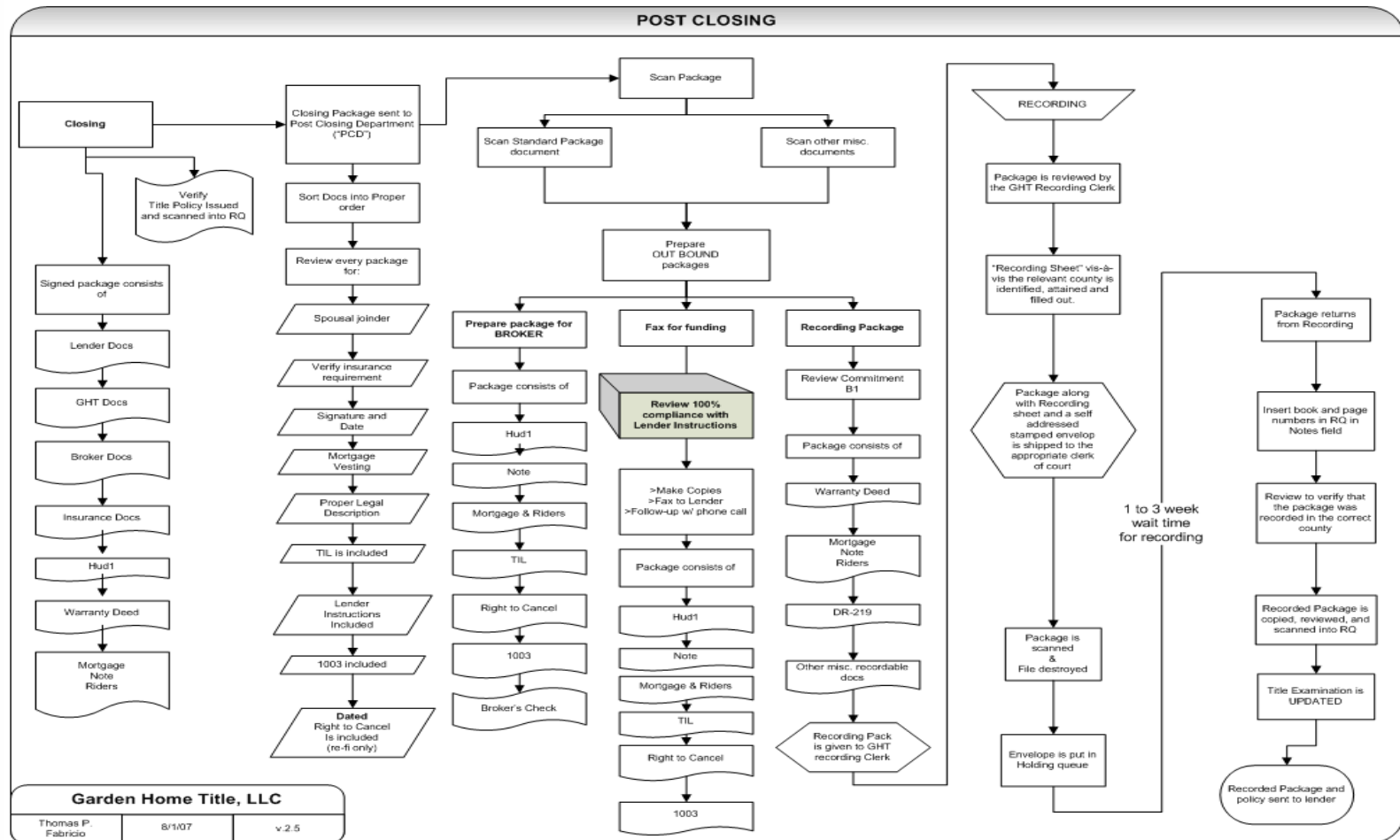


How?

- Involve your staff in the process, create clearly defined outcomes
- Think outside the box – the most valuable ideas come from unlikely sources
- Document the process and share the updated thinking with everyone
- Once you have defined your process, use technology to implement stay on track



Remove Road Blocks and Find Synergies



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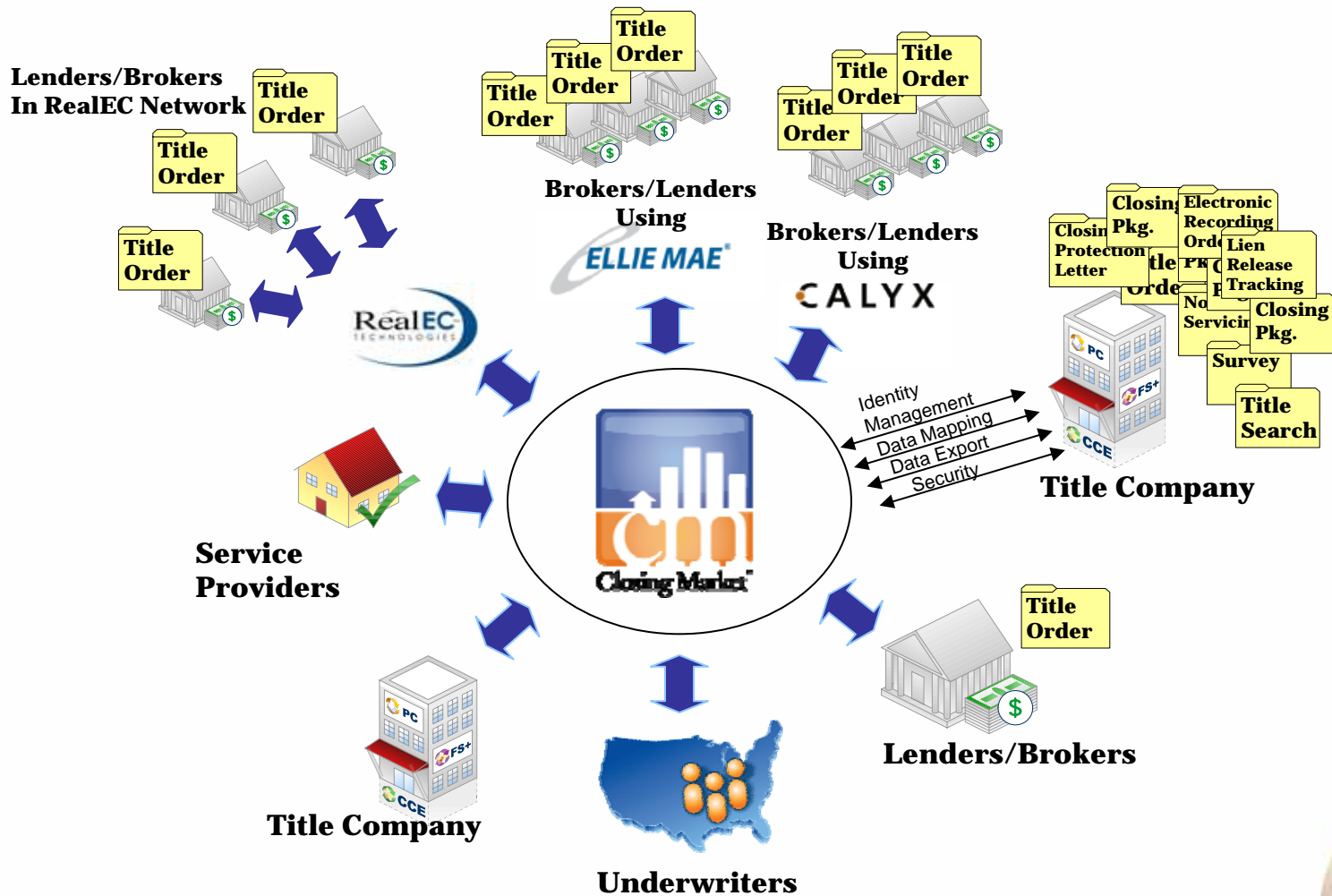


Is This Hard to Do? What is the Upside?

- No, the process is simple – there is no additional work, just re-shuffling of existing steps in the process.
- The re-defined work flow will be supported by technology – not individual memories
- Clients and staff will have a common framework of reference of where they are in the process
- Accuracy, processing times, HR transitions and productivity will skyrocket



A Look at Closing Market in Action



Closing Market Service Providers

- ACS eRX
- Advanced Title Abstracts*
- A.S.K. Services
- Digital Delivery Inc.*
- DRN Title Search
- Ernst Information Services *
- Evergreen Note Servicing
- FedEx
- Final Trac, LLC
- Identity Operator
- KasparNet, Inc.
- Notary National Signers
- RealtyData Corp.
- reQUIRE Release Tracking
- Signature Information Solutions
- Simplifile
- Survey Vendor Management
- Ticor Title Insurance Company*
- TitleWave
- Title Wave Research, Inc.*

* Integration in process



RE-ENGINEER YOUR BUSINESS

- MAXIMIZE AND IMPROVE EFFICIENCIES
- REDUCE COSTS BY UTILIZING TOOLS
- CHANGE THE EXPERIENCE
- REDEFINE YOUR PROCESS



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Utilize Integration Points

- **Maximize your Production Systems**
 - Integrate with Record Aggregator Systems that collect data public and private sources (County Records and Title Plant)
 - *Implement Automated Search and Examination platforms
- **Utilize Transaction Management Systems**
- **Integrate with on-line Order Entry platforms such as:**
 - RealEc
 - Manage process Streamline and increase efficiencies
 - Include customers in process
 - Online file
 - Go Green
- **eClosing**
 - Set yourself apart
 - Form partnerships
 - Save money



Why Paperless

- Reduce manual processes
- Eliminate eyeball based QC processes
- Increase speed and throughput
- Eliminate extensive storage & shipping costs
- Gain over \$40 per file in cost savings
- Eco-Friendly alternative



Creation of Electronic Closing Process

- More than eSign, a complete paperless process
- Creation of collaboration environment
- Document sharing, communication, document collaboration
- Commitment to consumer experience



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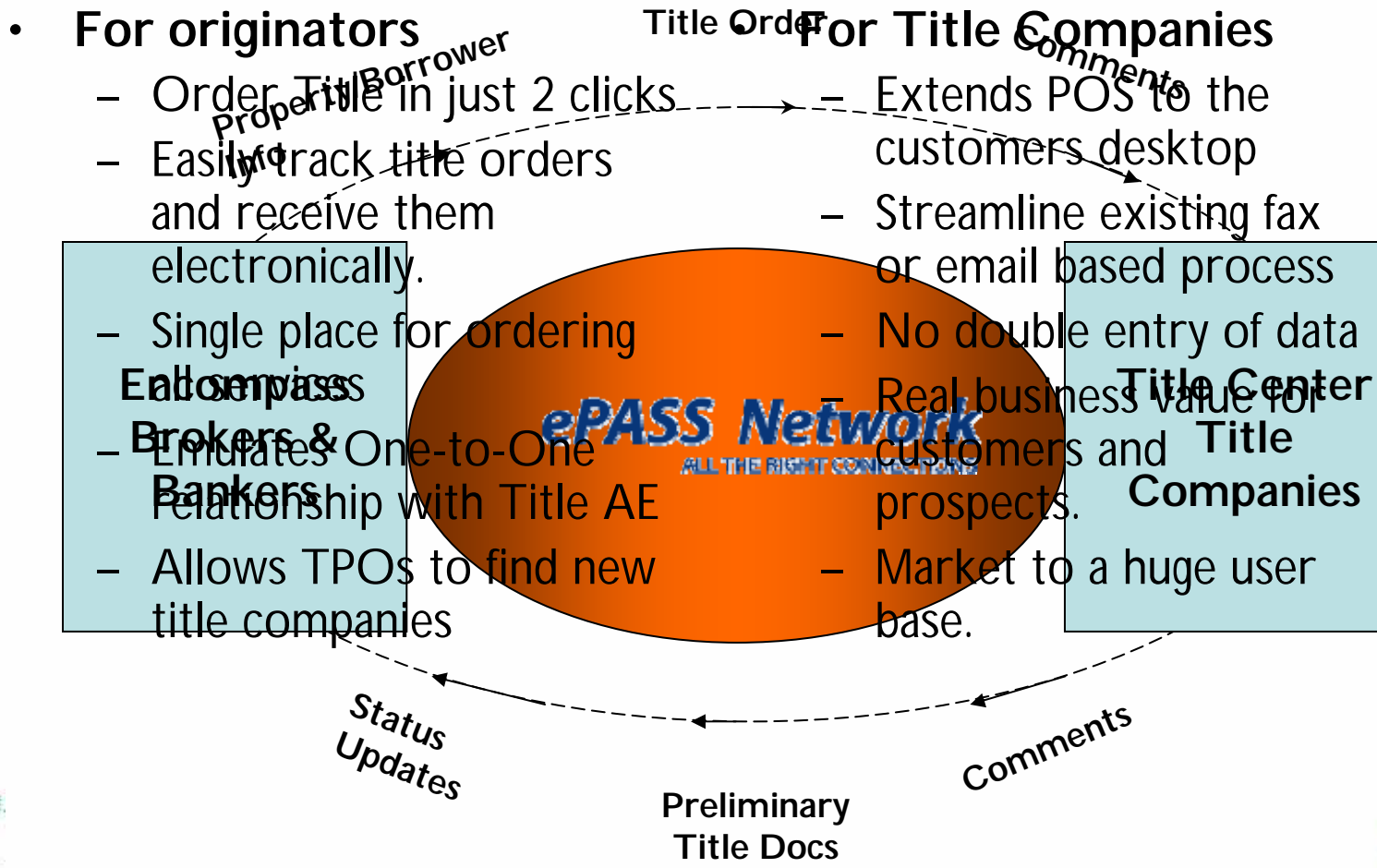


Now is the time to invest

- Reduce costs
- Gain Market share
- Joint marketing efforts between Realtor, Lender and Title office
- Set yourself apart
- Change the experience
- *Invest now, while your competitors are reeling.*



Title Order Flow



- **For originators**

- Order Title in just 2 clicks
- Easily track title orders and receive them electronically.
- Single place for ordering all services
- Emulates One-to-One relationship with Title AE
- Allows TPOs to find new title companies

- **For Title Companies**

- Extends POS to the customers desktop
- Streamline existing fax or email based process
- No double entry of data
- Real business value for customers and prospects.
- Market to a huge user base.

