Driving Customer Satisfaction with 95% On-Time Order Completion

1 Customer

1. A Top 10 Lender Solutions Provider

2 Business Situation

1. Quality issues in Title Searches
2. Turn Time not met for large portfolio loan batches

3 Solutioning

1. Use of SLK's SmartProp® solution
2. Offered real-time order status tracking

4 Execution

1. Supported by separate team for 100% Quality Review
2. Cross trained teams to balance high volume batch loads

5 Value Delivered

Enhanced customer satisfaction

1. 95% of orders completed by due date
2. Quality levels above target
3. Bulk volumes & spikes efficiently managed

Flat pricing on batch orders

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You have been doing an AWESOME job with quality and delivery of your reports. Thank you!!!
*- **Vendor Manager***