

## Case Study

# Property and Title Search Report



### Customer

The customer is a leading provider of products and services to the mortgage and real estate industry.

### Business Challenge

- The customer was looking at reducing the overall operations cost by 20% over the next three years
- The customer identified the production of the property and title reports as a pilot process to determine the savings potential and identify the critical success factors in implementing their outsourcing roadmap

### Mahindra Satyam's Solution

- Conducted an initial feasibility study
- Identified the pilot process that can be outsourced with minimal change management impact to their existing operations and can be executed in a very short time

### Benefits

- Upfront cost savings of 32%
- Improved productivity by 15%
- Improved turnaround time by providing 16x5 operations
- Improved quality and helped reduce customer's internal quality control team size by 25%
- Provided an additional revenue stream

**At Mahindra Satyam BPO's KPO practice**, we offer end-to-end solutions in the analytics domain across multiple industry verticals suiting the customers' service requirements. The analytics team leverages its industrial expertise in Market Analytics, Customer Analytics, Risk & Decision Analytics and Spend Analytics to deliver industry-best solutions to customers. Our KPO offerings include Market Research, Financial Research and Business Analytics.

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