

CASE STUDY

TRANSFORMING TITLE OPERATIONS WITH RPA

Enhancing Efficiency, Scalability, and Profitability for a National Title Underwriter

THE CHALLENGE

A large national title insurance underwriter sought a systematic approach to integrating automation into their title production processes to enhance efficiency and consistency. They faced several obstacles:

-  Lack of a clear automation strategy
-  Limited in-house expertise for automation
-  Challenges in workload management and shifting priorities
-  Increasing operational costs reducing profitability

RESULTS & IMPACT

-  **Error-Free Automation** – Achieved nearly **100%** accuracy, eliminating manual errors and rework.
-  **Scalable Processing Power** – Increased capacity to efficiently manage growing demand.
-  **24/7 Bot Operation** – Maintained 99.5% uptime, ensuring uninterrupted workflow.
-  **Enhanced Efficiency & Responsiveness** – Optimized processes to seamlessly meet customer expectations.

100%

99.5%

THE SOLUTION

TrueFocus Automation partnered with the client to design and implement a scalable RPA strategy to optimize title operations. Our approach included:

- ✓ **Validated Proof of Concept** – Successfully tested automation on two initial processes.
- ✓ **Scalable Implementation** – Grew from zero to 10 bots within 18 months.
- ✓ **Established KPIs & ROI Metrics** – Defined measurable success criteria for automation impact.
- ✓ **Custom Bot Manager** – Built a user-friendly tool for non-technical teams to manage bots in-house.
- ✓ **Strategic Automation Roadmap** – Designed a 12–15-month plan to automate 15+ processes.

Maximize Efficiency in Your
Title Operations

Contact us to learn more at
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