

## CASE STUDY

# Managed volume spikes through efficient training, quick ramp-up and consistent maintenance of SLA metrics

Type of Organization

Title & Settlement company  
with national presence

Location

Florida, USA



## The Challenge



Huge volume spikes resulting from increase in refinancing business



Unable to ramp-up volume and accuracy



## HelioNext Solution

### Transitioned three main processes

 Title Search    Key-in    Quality Control

 Hired and trained 100 people across all the three processes and put staff in place to execute

 Ran a 90-day pilot



## Results



Transformed production, TATs and quality standards within one month



Efficiently managed volumes and met stringent deadlines set by their clients