

ADVANCED BUSINESS INTELLIGENCE KEEPS THE BUSINESS RUNNING INCREASE CUSTOMERS BY 7% IN 6 MONTHS

About the Client:

ServiceLink is the premier national provider of mortgage services under the parent company Fidelity National Financial, Inc. (NYSE: FNF), a Fortune 500 company. It is a provider of title insurance and settlement services to the real estate and mortgage industries.



Industry

Mortgage Services

The Project Challenges:

Service Link was facing operational challenges after the merger and required the integration of supporting and operational process applications. The other concerns affecting were lack of visibility in business process and an immediate need of data amalgamation to have updated information to better serve customers.

Visvero's Solutions Approach:

Visvero devised a plan of action through a system integration project to help achieve data integration solutions across systems enabling synchronization throughout the information technology infrastructure resulting in smooth operations. Our approach helped the client to achieve:

- To gain more visibility into business operations after a merger
- To track and analyze the inventory asset acquisition and liquidation efficiency
- To improve the quality of service to clients through faster response times.

Overall Performance & Results:

Visvero designed a productivity analytics application to help monitor and analyze different processes to improve response times to clients.

It resulted in:

- Increased response times to clients, which demonstrates a key value-based competitive advantage over low-cost rivals.
- Easier to monitor asset acquisition and liquidation information and determine salesperson productivity.
- Developing and presenting key metrics in a way that effectively communicated ongoing operational performance to clients.
- Ability to gain immediate insight into business operations as compared to 8-12 hours wait times earlier. This also resulted in saving 500-man hours for the organization on an annual basis.
- Easier to monitor asset acquisition and liquidation information and determine salesperson productivity.
- Generated a new revenue stream by being able to offer analytics as a value-added service to clients. The new service add-on has an annuity potential of increasing sales by 6% - 8% from current clients without any change in the cost structures.

WANT TO FIND OUT IF YOUR COMPANY CAN SEE COMPARABLE RESULTS?

Click on the link below to schedule a discovery call with one of our analytics experts. We will be glad to consult with your team about your data problems and discuss possible analytics strategies, expected results and feasibility in your organization.

[Schedule a Discovery Call](#)



Analytics, That's IT!

Founded in 2003, the Visvero team offers deep—and proven—expertise in artificial intelligence (AI), big data management, business intelligence, machine learning (ML), and robotic process automation (RPA). Supporting strategic business goals, Visvero's contingent staffing, project management, and agile methodologies help ensure every project is delivered on time and within budget.

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