



Case Study

Property Records Indexing

The Client

A title plant serving Texas counties required coders and indexers to expand to new counties, which involves indexing 500,000 documents from the late 1800s through the 1980s.

The requirements

- Outsource one-time backfile projects
- Control costs through offshore labor
- Handle complex indexing with huge variety of document types and formats
- Domain familiarity with land title, mortgage and legal documents needed
- Ability to meet tight deadlines
- 99.5% accuracy rate for capturing names, document processing dates, legal descriptions, chain of title recording
- Online tracking systems for each batch of invoices

Offshore partner selection criteria

- Western management experience, skills and business knowledge
- Onshore support team for communication, planning and trouble shooting
- Monitoring systems for workflow, load balancing, contract compliance
- Exceptional data and communication security, system backup and disaster recovery

The Solution

- Database structures developed to import index data to Web-based document storage and retrieval system
- Indexing rules and decision criteria developed for training
- Testing, refinements and business rules created for multiple document types (deeds, mortgages, affidavits, probate records, wills and trusts, liens)
- Problem resolution system developed
- Web-based project monitoring system locates any batch at any time

The results

- Lower cost per document indexed
- Reduced need for temporary staff
- Met time requirements
- Client can integrate and sell database updates immediately after each batch is done
- Experienced outsource partner can support further expansion

For further information, please contact:

Lee Schottenfels
CompuPacific International
734. 453. 9001
lee@compupacific.com
Visit us at www.compupacific.com