

# HCL BPO's solution lent muscle to process high volume of transactions

## Case Study

### The Client

Largest Conveyancing Company formed in 1997 with operations across UK, the client provides end-to-end solutions in buying and selling of residential properties.

### Business Need

The client needed to power its external resources to cater to additional business. Extra muscle was required to process high volume of transactions within a set time frame while also guaranteeing quality. The client also needed to ensure a consistent innovation in process design to maintain market leadership.

### HCL's Solution

HCL adopted a multi-level approach spanning dynamic workflow management, Internal MIS, consistent quality, process improvement and re-engineering. The solution comprised of Indexing and Cataloging, Title searches, Request for title deeds from mortgage lenders/customers, Request redemption statement from mortgage lenders, Transpose search results into the case, Creating and dispatching letters to lenders, client. The solution also enabled a review of office copy entry and redemption statement, while also enabling a check for negative equity and facilitating review agreement.

### Results

Daily and calibrated Quality checks ensured that the client was able to maintain high standards. Process re-engineering led to reduced Average Handling Time (AHT), and also an enhancement in knowledge.