

## Case Study

**Fast Attention: Vendor Management Company Employs Red Vision's TitleVision to Deliver Clients Effective Search Solutions with Three-hour Turnaround Times**

### The Situation

TRG, a vendor management company providing settlement services to company owned title agents, mortgage lenders, and real estate companies serving mid-to-large sized lenders, was in need of a dependable title search solution provider to deliver their services to customers efficiently and reliably.

TRG, with large order volumes wanted a title search provider to effectively communicate processes and deliver attentive customer service.

### The Solution

After learning of Red Vision at a tradeshow and reviewing a web demonstration of service offerings, including TitleVision, TRG engaged Red Vision to process their title searches.

Red Vision's electronic database of courthouse records, TitleVision, employs advanced posting algorithms to deliver users property research information, including property tax data, quickly. With its SmartFilter technology, only the most relevant records need to be reviewed, saving time and reducing errors.

*"Learning the capabilities of the TitleVision® solution was a worthwhile experience,"* says George Schultz, Vendor Relations Manager. *"The technology was conducive to helping us maintain turnaround times and satisfy our customers."*

When TRG needed in-depth information, since some clients required full title information (going back a variable number of owners based in individual client requirements), Red Vision worked with TRG personnel to figure out what solution would best fit their needs.

*"We have a dedicated team from Red Vision,"* says Schultz. *"They assure us that if an issue arises such as a question on a lien or something that may or may not have come up on a search, we have a direct channel to address our needs."*

#### Consolidate Vast Network of Vendors

With TitleVision®, TRG has a single source in a state or multiple states making it easier to obtain consistent reports and quickly make adjustments if something changes in their business processes.

#### Fast Turnaround Times

In the lender services business, fast turnaround times are crucial for keeping and obtaining business. TRG was able to count on Red Vision for fast reliable title search reports. When TRG needed the first order for a new client to be clean, accurate, and completed as quickly as possible, Red Vision reacted. TRG had the report within a half hour. *"The completed title commitment and closing package was finished and off to the client in three hours, which made our client happy"* says Schultz.

### The Result

The responsiveness TRG receives from Red Vision helps them to deliver search reports to their clients while decreasing costs and turnaround times.

*"The difference with Red Vision is they treat us like we are their only customers,"* contends Schultz. *"That kind of customer service allows us to concentrate more on our clients' needs."*

## Solution Overview

*"Red Vision offers peace of mind and the knowledge that we will get our search information back to satisfy our clients. This delivered promise, along with excellent training, collaboration and communication, has led to a strong working relationship — stronger than any other relationship we have had with a title search service company."*

**George Schultz**  
Vendor Relations Manager  
Title Resources Group

#### Customer Profile

**Title Resource Group** is a vendor management company providing settlement services to businesses that are part of their parent company Realogy Corporation. Their clientele includes company owned title agents, mortgage issuers and real estate companies.

#### Business Situation

TRG was looking for a title search solution provider that could provide a clear channel of communication between the two companies in order to provide their clients with **accurate and fast** title search reports.

#### Solution Summary

Red Vision has a dedicated team to answer all of their questions. The responsiveness that TRG receives from Red Vision helps them to deliver accurate search reports in **record timing**. With TitleVision, TRG has a single source, working multiple states, making it easier to obtain consistent reports.

#### Business Value

- Strong Relationship
- Dedicated Team Meeting Needs
- Consistent Accurate Reports
- Unprecedented Turnaround Times

#### Solutions

**TitleVision®/Managed Services**