

Property Insight's geographically-posted plant for Dade County is nearly complete

September 1, Property Insight will release a new geographically posted title plant in Dade County, FL, which will enable TitlePoint Xpress users to conduct a title search using legal data in addition to owner name. This will make title searching and examination faster, more efficient and more accurate, all sought-after improvements in challenging times.

What's behind the improvement? A dedicated team of customers and Property Insight professionals determined to elevate the quality of the search experience while maintaining historical consistency with land transfer and title examination practices in Florida's largest county.

Converting to a geographically-posted plant requires consistent rules and procedures for maintaining a title plant, explains Nikki Bell, Property Insight's Southeast Operations Manager. The project team included a number of specialists, ranging from information technology to Quality Assurance. They also consulted with customers as the project evolved.

Terry Little, a Production Manager in Chicago Title's South Florida operation, contributed the perspective of both user and plant manager. He had, after all, been involved with the Dade County Titon Plant that Property Insight had converted.

A faster, more efficient and more accurate way of searching and examining title in Dade County

"Terry readily made himself available for feedback and we drew from his extensive knowledge of local business practices, both in plant operations and South Florida posting practices," said Nikki.

Lisa Martin, a Production Manager at Ticor Title in South Florida also weighed in with feedback on data quality and processes that, according to Nikki, "... was invaluable in helping us meet both our timeline and quality deadlines."

In addition, Account Managers and Client Services representatives queried customers during customer support visits, as did property Insight managers and Operations staff. The goal, said Nikki,



Bridge to Star Island at sunset, Miami

was to ensure that customer interests were well represented in the plant conversion process.

The Dade County conversion touched nearly every aspect of the Southeast operation. Alex Varvarigos, Southeast Plant Manager, was the voice of the customer in the conversion, digging into customer requirements for plant depth, data integrity and consistency in business rules for capturing and posting plant data.

"The entire plant staff stepped up on this project," said Alex. "People like Stephanie Brewer and Alexia Aponete were extremely thorough and totally committed to the very detailed work needed to complete the conversion and prepare us for the next challenge. It was a total team effort."

Another project leader, Jordan Rutroff, juggled two roles: project coordinator for the conversion and product manager of internal processing applications. Jordan worked closely with the development team in testing the plant using programmatic queries, analyzing the data and looking for ways to improve plant keying and posting. Jordan supported the project during her pregnancy; that she and her husband, John, also a Property Insight employee, gave birth to their second child on the eve of the Dade County geo plant launch is a mere coincidence.

The TitlePoint Xpress team also contributed to the cause,



Key facts

Effective September 1, 2009, Property Insight customers using TitlePoint Xpress will be able to perform legal (geographic searches) in Dade County, FL.

A product upgrade or change is not required; the geographic search capability will be automatically represented to all TitlePoint Xpress users effective September 1.

The start date for the geographic index is January 1, 1977, while the name searching index begins on January 2, 1975.

During the month of September there will be no incremental charge for performing geographic searches. Effective October 1, the Dade County plant will convert to a new price schedule for geographic searching. Customers who do not wish to be charged based upon the new price schedule, or who have questions about the plant or additional training should contact their Account Manager.

For answers to questions about the Dade County Plant Conversion contact your Account Manager or call Customer Service at 877.744.3375.

Geographic plant in Dade County

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modifying TitlePoint Xpress features to capitalize on changes in the plant to enable both searching and displaying geographical data elements now available in the plant.

Testing the plant involved a multi-level approach that included the Southeast Operation's QA operation and plant personnel. In addition to programmatic queries, Property Insight people ran countless test cases, examining the resulting chains for consistency and completeness.

An ongoing effort

While customer demand was a key driver in the Dade County conversion, it is also a reflection of Property Insight's ongoing quest to perfect the search for title.

"This process has taught us a lot about our customers and our operation," said Nikki. "We have a much better understanding of what it takes to succeed in such a conversion. We will be able to apply this knowledge to other county conversions we're exploring in South Florida."

Thank you for your interest