



FSM REO

CASE STUDY

Implementation of FSM REO

for a leading Property Preservation & Inspection Company

Client Overview

US based Property Preservation & Inspection provider for the mortgage and real estate industries



Business Challenges

- Performing manual operations for property boarding, order boarding, QC review, and job assignment to multiple vendor
- No visibility on order status tracking from vendors and field engineers in real time
- No automated event based order creation
- No capacity based order distribution to vendor
- Manual review and approval process
- No option to configure Dynamic Questions (Forms)
- No Integration systems with Mobile Partners

Business Solution

- Implementation of Multi Vendor Management process with lead registration feature
- Primary Vendor Automatic Assignments and Reassignments enabled based on multiple parameters and capacity
- Calculation of Vendor Score Card based on Quality, Drive Time and Rejection Ratio
- Auto Triggering for recurrence & event based order creation
- Recurrence preservation and Inspection ticketing
- Auto approval process
- Creation of Dynamic Fulfillment Forms available for vendor fulfillment
- Integration with REAL Resolution system was achieved by using REST web service

Business Benefits

- Vendor's performances were identified and ranked based on criteria
- Primary Vendors get assigned automatically during Property Boarding
- Automatic Vendor Reassignments
- Dynamic Fulfillment Forms
- A new invited Vendor can register into the application on their own

Environment

- Bing Maps, .Net, Infragistics, SQL Server & SSRS.