



*Achieving Efficiency and Mortgage Company Productivity  
Through Outsourcing and Offshoring*



First Indian Corporation  
Private Limited



First American

# First Indian Corporation

**First Indian Corporation** is a wholly owned subsidiary of **The First American Corporation** (NYSE : FAF)

**First American Corporation** ([www.firstam.com](http://www.firstam.com)) :

- Established in 1889
- Over US\$ 8.5 billion in annual revenues
- Leading provider of services to the origination, servicing and secondary markets including
  - Title Insurance
  - Property Valuation
  - Credit Information
  - Tax Services
  - Flood Determination
  - Default Information
  - Due Diligence / Underwriting
  - Other BPO services to the mortgage industry

# First Indian Corporation

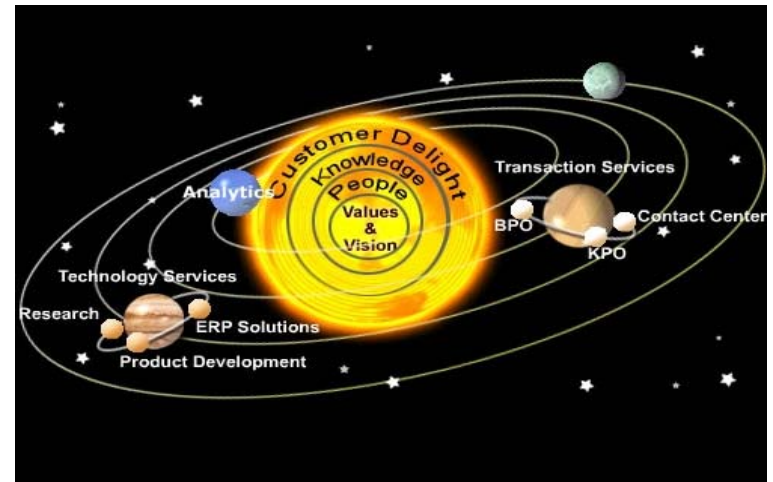
## First Indian Corporation ([www.firstindiancorp.com](http://www.firstindiancorp.com))

- Leading provider of offshore services to the Mortgage industry with over 6,300 employees in its office in Bangalore, Hyderabad and Mangalore
- Support offshore efficiency initiatives of most large US loan origination and servicing institutions
- Chartered to introduce First American products & services in the Indian Market

### Services cover :

- Technology – Software Development & Research
- Transaction – KPO and BPO
- Analytics

### First Indian Universe



# Areas Of Competency

## **First Indian Corporation** has competency in

- Title Insurance
- Valuation Services
- Tax Services
- Flood Determination
- Default Management
- Due Diligence / Underwriting
- Document indexing and imaging
- Real Estate Information and Databases

## Has required us to gain an in depth understanding of

- Mortgage domain
- Real Estate domain
- Customer business
- Customer products
- Customer process

## Customer Satisfaction results from

- Requiring clear articulation of outsourcing / off shoring objective
- Identifying process to be transitioned
  - Assist in determining process(es) best suited for outsourcing / off shoring
  - Identify early process improvement opportunities
- Effective planning of transition
  - Derisk current workforce till transition is complete
  - Plan for and right hiring and required IT connectivity
  - Review existing documentation for transition
  - Decide on transition model onsite & / or off shore
- Gaining competency in domain and understanding of business product and process

# Ensuring Customer Satisfaction..

- Knowledge management & application
- Exceeding customer expectations
  - SLA to meet tactical objectives with periodic review
  - Effective and consistent delivery
    - Faster to market by leveraging 24/7 operations
  - Continuous improvement
    - quality management systems
    - Business process re-engineering
  - Overall cost management
  - Data and information security
  - Business Continuity Plan

# Thank You



**Partnership approach is the formula to a win – win relationship**

