

## CUSTOMER STORY

## Land Title Insurance Services



This Land Title Insurance Services company leverages low-code, no-code powered Abstract Open Framework (AOF\*) for seamless data sharing between businesses and extensive data analytics to improve decision-making.

#### Abstract Open Framework (AOF\*) results

- Improves customer experience by reducing claim disbursement from six hours to under two hours
- Launches an easy-to-use digital claim approval application in just 30 days
- Processes 95% of remittance in less than two minutes
- Migrated approximately 300 employees and 4500 agents to central secured directory in less than 30 days

#### Approving claims in minutes instead of hours

This Land Title Insurance company is one of the largest insurance company in USA. USA's federal policy in recent years has led to a shift from manual verified transactions to digital payments. In 2020, the government withdrew old policies and encouraged a heavily manual-based verification to comply with new federal policies in banks. Financial institutions needed to pivot to a new way of doing business to stay competitive. This company modernised its IT infrastructure to keep up with changes and capture digital opportunities.

"Working capital is crucial to stimulate growth in urban communities. Our role is to provide access to funds. We don't want to burden insurers with the complexities of getting a claim. Towards this end, digitisation is an important step," says COO at Land Title Insurance Services. "AOF\* helps us streamline service delivery and identify the right customers. By offering the fastest processing time in the industry, we want to be the go-to insurers for all customers."

Land Title Insurance Services considered multiple low-code, no-code cloud providers before choosing AOF\*. According to COO, AOF\* understands both the need for businesses to move fast and the need for IT to modernize at different speeds. "We weren't forced to abandon existing IT systems and migrate lock, stock, and barrel to AOF\* on day one."

Land Title Insurance Services engaged [Abstract Clouds Professional Services](#) to guide its digital transformation journey. The smooth migration from proof of concept to full-scale deployment on Cloud took a matter of months.

#### Digitizing the workforce with AOF\* Workspace

The move to the cloud at Land Title Financial Services started in 2021 when the company introduced AOF\* to its 4,500 employees. The legacy email system was cumbersome to use, especially for frontline staff who need email access while they are on the road. Using AOF\* [Email](#), employees can connect with customers and co-workers from anywhere, on any device. Employees save time by scheduling meetings with [Calendar](#), and collaborating on [Docs](#).

**"Collaboration: a small idea with big opportunities. AOF\* helps us connect remote branches with the head office, easily access shared files to submit and track approvals, and conduct face-to-face discussions to accelerate approval processes." — COO, Land Title Insurance Services**

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This Land Title Insurance Services is a leading USA insurance services company transforming lives in USA with a core focus on claims, remittance and electronic deposit. Serving 11 million customers to date, they lead the industry with fast turnaround times for claim approvals by adopting analytics and cloud technology.

📍 Florida, United States of America (USA)

Industry  
Financial Services, Insurance

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