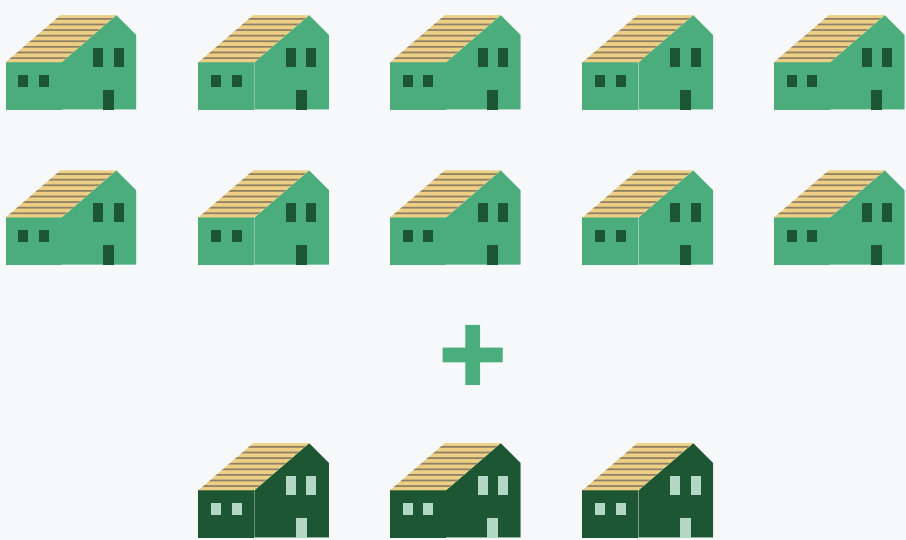


BY THE NUMBERS

Qualia Connect

We surveyed 100+ Qualia Connect users nationwide to learn in-depth about how Connect has transformed their business. The numbers shared here are the results of that survey.

HANDLE MORE ORDERS WITH GREATER EFFICIENCY



Faced with growing order volumes, title and escrow teams use Connect to increase operational efficiency. The majority of processors said they could handle **30% or more orders per month using Connect.**

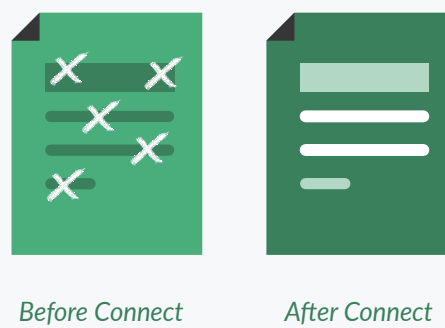
Imagine how much more business you could take on if your teams were able to increase output by 30% without needing to hire additional personnel.

REDUCE THE AMOUNT OF TIME YOUR TEAM SPENDS ON THE PHONE

60% of respondents reduced the number of phone calls needed to complete their work on a file. Many decreased from 7-10 phone calls down to just 1-3. If an average phone call is about 5 minutes, this translates to nearly an hour saved per file.



MAKE FEWER MISTAKES, GAIN HAPPIER CLIENTS



More than 1/3 of respondents reduced the number of errors on a file. **Many from 3-5 errors down to 1-2 or none.**

GATHER INFORMATION FROM CLIENTS SWIFTLY, WITHOUT THE BACK & FORTH

5x

With information requests in Connect, majority of respondents report receiving basic information back from clients **5 times faster than without Connect.**

RESPOND TO CLIENTS IN HOURS, NOT DAYS OR WEEKS

The majority of respondents cut down response time to client inquiries by **60%, from days and weeks to within a day, or even hours.** 66% of respondents improved the time it took to respond to customers using Connect.

