Vero Technologies

OPERATIONAL TIME STUDY

Unlocking operational efficiency in title processing

A five-day time study with First Business Bank, measuring every step of the title workflow before and after VeroOS.

STUDY PERIOD	SCOPE	RESULT
June 23–27, 2025	338 titles · 30 batches	69% faster (median)

Executive summary

First Business Bank partnered with Vero Technologies to measure the operational impact of the VeroOS Title Management System inside its loan servicing workflow. Working with the bank's loan operations manager and her team, a structured five-day time study tracked title processing across every step — measured against the bank's own pre-Vero baseline.

The results were clear. After implementing VeroOS, First Business Bank reduced **median processing time per title by 69%** and **average time per title by 65%**. The gains were most pronounced in the repetitive steps — preparation and association.

Beyond the measurable savings, the operations team reported meaningful quality-of-life improvements: fewer manual handoffs, greater confidence in data accuracy, and the ability to process higher volumes without additional staff.

75 seconds per title became 23. The team did not grow.

Median per-title processing time, before and after VeroOS. Five-day time study with First Business Bank, June 2025.

The challenge

Like many banks, First Business Bank faced growing complexity in managing titled assets. Legacy systems and paper-based processes slowed turnaround times, created compliance risk, and placed a heavy administrative burden on operations staff.

Before VeroOS, the team spent an average of **75 seconds per title** handling intake, filing, and association. Variability between batches introduced further inefficiency, and manual duplication of work compounded the problem.

The bank sought a solution that could

- Eliminate manual bottlenecks in title intake and filing
- Provide accurate, digital-first tracking of every asset
- Integrate with the existing Loan Management System
- Improve team productivity without increasing headcount

The VeroOS Title Management System

VeroOS delivers an end-to-end digital workflow for title intake, storage, and shipping — built to sit alongside the systems a lender already runs.

- **Automated intake and OCR processing.** Bulk upload of title batches, with data extraction and validation against asset records.
- **Digital vaulting.** Secure storage with barcode tracking and full audit trails.
- **LMS integration.** API-enabled workflows that eliminate dual entry.
- **Shipping and tracking.** Built-in FedEx integration with automated notifications.

The platform is open by design, connecting to third-party tools rather than replacing them, and it scales as title volume grows — which is what made a controlled before-and-after measurement possible on the bank's existing stack.

The time study

Vero and First Business Bank designed a structured time study following Vero's standard methodology. Over five consecutive business days — **June 23–27, 2025** — loan operations staff recorded time spent on each step of the title workflow.

16	30	338
Groups analysed	Batches analysed	Titles analysed

Steps measured

Preparation · Scan · Verification · Matching · Association · Filing

Key metrics

Per-title processing time, measured before and after VeroOS across 338 titles.

BEFORE VEROOS

75 sec

Average processing time per title — the bank's pre-Vero baseline

AFTER VEROOS

23 sec

Median processing time per title

AFTER VEROOS

26 sec

Average processing time per title

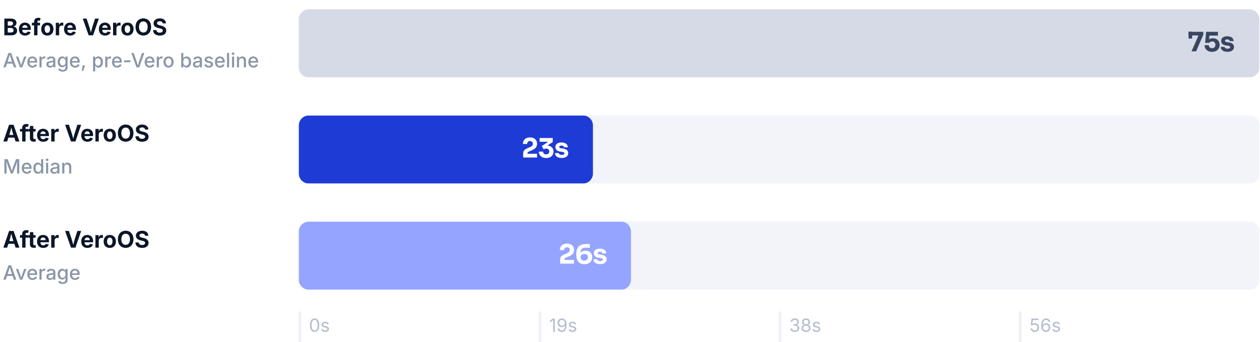
REDUCTION

69% median

65% average
Reduction in per-title processing time

The study confirmed that the title management system reduced both the total and the per-title processing burden, enabling staff to handle larger volumes with less effort.

Seconds per title



HOW TO READ THESE FIGURES

All figures are measured, not modelled. They come from a structured five-day observation of the bank's own operations team — 338 titles across 30 batches in 16 groups — compared against the same team's documented pre-Vero baseline of 75 seconds per title.

Findings

01 Association was the longest step

Averaged roughly 10 seconds per title — over 40% of total processing time. Identified as the leading opportunity for further automation.

02 Preparation showed high variability

Ranged from 3 to 24 seconds per title depending on batch size and setup time. Standardisation was recommended to bring consistency across staff.

03 Verification was minimal

In 12 of 16 groups, verification recorded no measurable time at all — a direct reflection of the accuracy of automated OCR matching upstream.

04 Batching strategy affected efficiency

Larger batch counts increased preparation and association time through repeated steps, though individual title times remained well below the pre-Vero baseline throughout.

05 Quality-of-life gains

Staff highlighted reduced mental load, fewer errors, and faster resolution of title status enquiries.

Opportunities identified

- **Automate association workflows** to reduce the largest remaining time component.
- **Standardise preparation practices** to minimise variability across staff.
- **Optimise batching strategies** to limit repeated setup and transition time.
- **Leverage reporting** to monitor outliers and surface further automation opportunities.

Business impact

- **65–69% faster title processing** compared with the prior workflow.
- **Substantial reduction in manual, error-prone work** across intake and association.
- **Improved compliance and audit readiness** through digital vaulting and barcode tracking.
- **Higher employee satisfaction** with streamlined tools and fewer handoffs.

Long-term efficiency gains (modelled)

PROJECTION, NOT MEASUREMENT

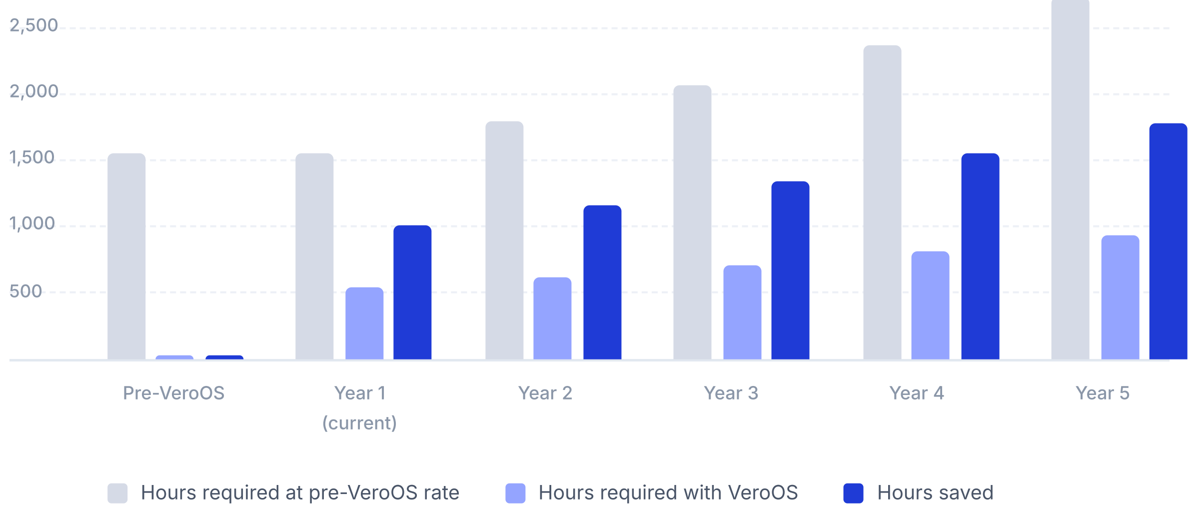
The figures on this page are a **model**, not observed results. They project the measured per-title improvement forward over five years under the assumptions listed below. The measured findings are on pages 04–05.

Assumptions

Baseline 75 seconds per title (pre-VeroOS) · current 26 seconds per title (post-VeroOS) · initial volume 100 titles per day per employee · team of 3 title processors · 15% annual growth in title volume · 250 working days per year.

Annual hours required and saved

Hours per year, modelled. Team of three at 15% annual volume growth.



Modelled savings by year

YEAR	DAILY TITLES / EMP.	ANNUAL TITLES (TEAM)	HOURS SAVED	FTE EQUIVALENT	EFFICIENCY GAIN
Pre-VeroOS	*100*	*75,000*	—	—	*Baseline*
Year 1 (current)	100	75,000	1,021	0.49	65% faster
Year 2	115	86,250	1,174	0.56	65% faster
Year 3	132	99,188	1,350	0.65	65% faster
Year 4	152	114,066	1,553	0.75	65% faster
Year 5	175	131,176	1,786	0.86	65% faster

Modelled from the measured 75→26 second per-title improvement under the assumptions on page 06. Hours saved = annual titles × (75s − 26s).

Even as title volume rises roughly 75% over five years, the model shows the operations team absorbing the workload at the same staffing level — while continuing to save close to a full-time equivalent's worth of hours annually.

Conclusion

The work between First Business Bank and Vero Technologies demonstrates the tangible value of modernising title management. Through a carefully measured time study, the bank validated that the title management system not only accelerated processing, but changed the daily experience of its loan servicing team.

For lenders seeking efficiency gains without increasing headcount, VeroOS offers a measured, modular path forward.

See it against your own numbers

We run this same time study with lenders evaluating VeroOS — measured against your current baseline, on your own title volume. Book a 30-minute walkthrough and we will scope it with you.

Book a walkthrough

vero-technologies.com