



New player offers outsourcing options to title agents

Read on to learn what San Francisco-based company with operations in Manila and Beijing is offering business process outsourcing to the title insurance industry.

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Cybersoft Inc., a business process outsourcing (BPO) provider for many industries, announced it will now provide services to the title insurance Industry.

As the title insurance industry continues to struggle with declining revenues, resulting from the ongoing housing market crisis and current economy, there is a growing opportunity for premier BPO companies such as Cybersoft to provide appropriate and timely solutions. Title insurance companies have been forced to reduce their domestic workforce in order to cut cost, thereby creating a need to supplement their remaining resources with BPO providers that understand the title insurance business and that are capable of providing effective business solutions, Cybersoft said in a release.

Cybersoft has provided outsourcing solutions for more than 20 years, utilizing technologies and human resources that specialize in assuming complex processes and tasks for customers. Cybersoft has more than 1,000 full-time college educated, English speaking employees. Headquartered in San Francisco, the company has operations in Manila and Beijing.

"With our Best Shore methodology — a multi-shore approach — we ensure that we provide the best value solutions which maximize our customers' cost savings while delivering superior service and products, thereby giving them the excellent performance they desire," said **Dan Guerrero**, president and CEO of Cybersoft. "Processing transactions for the Title Insurance Industry requires a very unique knowledge base and experience level. We have been preparing for our entry into this market segment for some time now, and are now ready to deliver the same superior level of service that we provide to our customers in other strategic industries. We have built our core business on long-term customer relationships by providing economic value, efficiency, and quality."