



Survey Hub

Web based integrated workflow management system for the surveying and valuation market



Our web based desktop software provides independent surveying firms and surveying panel managers with an end to end practice management system, that supports the complete life-cycle of a survey or valuation instruction.

Our solution delivers fully integrated and configurable management tools designed to improve operational control, resource management, workflow processes, quality assurance and the identification and management of risk exposure.

The software enables better scheduling and optimisation of surveyor resources. Effective workflow and data management with instant transmission and retrieval of data, enabling instructions to be managed with real-time status updates.

Highly configurable workflow and rule parameters aligned to suit individual business practice and risk appetite. Improved service quality and traceability, with better contract and Service Level Agreement management. Electronic storage of data supporting audits and Post Valuation Query management.



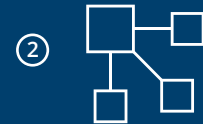
Features

- Powerful CRM/BPM functionality with email and SMS integration. The ability to configure communication templates, which are automatically triggered making customer contact seamless.
- Complete oversight and management of the business with real-time updates for each job. Intuitive user-friendly dashboard providing full transparency, improving operational control.
- Configurable workflow engine allowing business rules to be set and managed in real-time, according to best practice and risk appetite.
- Automation of business processes and actions in response to user defined criteria, significantly reducing time and administration.
- Integrated risk engine allows panel managers and surveying firms to set risk parameters based on factors including flooding, subsidence and loan to value ratio, reviewing every valuation instruction, ensuring the right risk weighting is given to each job.
- Efficient auto-allocation of jobs to field based surveyors. Automated resource management with rule based distribution engine, based on individual factors including job suitability, work capacity and geographical coverage. Route finder optimises all jobs within a specific area, reducing travel time between each appointment.
- Booking Wizard tool simplifies the job booking process for the booker. Automatic calculation of next job in the queue, based on various priority factors and configured rules. Step by step customer contact process, capturing required booking details up front, removing the need for further customer contact, due to missing information.
- Contract and SLA management controls, with integrated allocation rules based on priority scores. Incorporation of lender price books and fee scales, enabling automated job calculations and invoicing.
- Electronic surveyor site note data capture, consistently formatted in accordance with lender requirements. Automatically stored for audit and PVQ management, to support the defence of claims.

How it works



An instruction is created in Survey Hub and automatically assigned to the most appropriate surveyor (based on individual factors).



Survey Hub connects to several external systems including Land Registry and Rightmove to retrieve property information.



The job is submitted to the risk engine to determine if the property is likely to constitute good mortgage security. Risk scores are calculated against several risk factors including flooding and subsidence.



The job enters the booking queue. Booking Wizard is used to confirm the appointment. Automated SMS/email communications are sent to the customer.



Once the job is booked, it enters the optimisation engine. Jobs within the same region, assigned to the same surveyor are scheduled to find the best route.



The instruction is sent to the surveyor's iPad App, completed at the appropriate time and submitted back to Survey Hub for review.

About us

CoreLogic UK empowers the Property Services Industry through Technology, Data and Connectivity.

The markets we serve include mortgage finance, property surveying, residential estate agency, insurance and energy.

Our solutions help clients to streamline operations, improve performance, make smarter decisions and mitigate risk.

We deliver value and work collaboratively with our clients, by listening to their needs. We address challenges and act quickly to present innovative and cost-effective technological and data driven solutions.

29.7 | million UK residential properties monitored daily for events

150 | million UK property transactions stored in our database

20+ | years of historic sales, listings and valuation data

80% | of all UK property valuations instructed using our technology

For more information please call 0333 123 1415 or email salesuk@corelogic.com

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