EPICOR.

At a Glance
Fidelity National Real Estate Solutions

Industry
Real Estate Services

Headquarters
Santa Ana, CA

Employees
350 Employees

Solution
Epicor Enterprise

Business Challenge
Numerous disparate systems due to company's growth through acquisition; needed a solution to unify business operations

Solution
Epicor Service Connect enabled the company to unite its financial management and operations under a single umbrella

Business Benefits
- Reduced manual processes by 98 percent
- Increased overall efficiency without adding headcount
- Increased customer base
- Experienced a 40 percent net gain in sales

Fidelity National Real Estate Solutions (FNRES) is the premier data and service provider in the Internet-based Multiple Listing Systems (MLS) industry. FNRES supports three-quarters of all real estate professionals in North America with 360 MLS organizations nationwide using their advanced technology solutions. Beyond MLS support, FNRES also has Cyberhomes.com, a home search and valuation site for everyone, TransactionPoint, providing eDocument storage and access and Broker/Agent Products, which provides tools and support to Real Estate Agents and Brokers.

FNRES is a wholly owned subsidiary of Fidelity National Financial, Inc. (NYSE: FNF), the leading provider of title insurance, specialty insurance and claims management services, and Fidelity National Information Services (NYSE: FIS), a leading provider of core processing for financial institutions; card issuer and transaction processing, and mortgage processing services. FNF's title insurance underwriters, Fidelity National Title, Chicago Title, Ticor Title, Security Union Title and Alamo Title, together issue approximately 30 percent of all title insurance policies nationally. The company provides title insurance in 49 states, the District of Columbia, Guam, Mexico, Puerto Rico, the U.S. Virgin Islands and Canada.

FNRES works to provide brokers, MLS providers, agents, lenders, mortgage providers, service providers and other real estate professionals with world-class technology, services and information. Understanding that access to accurate, in-depth information is essential to every business decision, they endeavor to create value for their customers by providing the products and services that enhance the way they do business.

As more aspects of the real estate business move to the Internet, real estate professionals are quickly becoming savvy about doing business online. Because the Internet is often a homebuyer's or seller's first stop, FNRES works to provide real estate professionals with the services they need to assist these Internet clients.

Growing by Leaps, Bounds and Acquisitions

Because FNRES grew through acquisition they had a vast array of disconnected systems. They realized they were going to have to do something to bring everything together, so that the right hand would know what the left hand was doing. They knew they wanted a mid-tier service-oriented architecture (SOA) application that would tie everything together, and work seamlessly with the Epicor Enterprise solution they already had in place for financial management and customer relationship management.

Epicor Service Connect was exactly what they were looking for in a solution—it fit the bill perfectly. Service Connect is a central integration point for secure workflow orchestrations within Epicor applications and between Epicor and non-Epicor applications. Users can automate tasks and streamline processes to promote efficiency across the enterprise.

Using XML documents, Service Connect provided FNRES with simple Web service connectivity to its existing Epicor solution and other applications that support XML standards. Service Connect helped FNRES with its business integration platforms and provided everything needed to succeed in an integrated, automated environment.

FNRES also deployed Epicor Storefront, a comprehensive Web-based order management solution that allows companies to provide Web-based sales functionality to partners, customers and sales personnel. With Service Connect and Storefront, FNRES is now able to provide customers with instant order fulfillment.

"Our customers are really happy with the way we process their orders," said Todd Voge, manager, enterprise business operations for FNRES. "They can get similar products elsewhere, but they come to us because they can have what they want, when they want it."

A Win-Win Situation

Because FNRES provides instant order fulfillment with Service Connect, its customers are able to access their information quickly on the Web. This in turn gives the homebuyers and sellers immediate connectivity to FRNES' customers, their real estate agent.

With the Epicor solution in place, FNRES is able to be more responsive to customer needs. "If a customer purchases a Web advertisement, we are able to put it up immediately," said Voge. "We are empowered to act faster, build workflows quickly and change things on the fly."

Since implementing Service Connect, FNRES has reduced manual process by 98 percent, and increased sales by 40 percent. "We are very excited about what the Storefront and Service Connect solutions have done for us," said Voge. "Now many of our products are purchased via our Web store, powered by Epicor Storefront or via our integrations to our own products—even with the significant increase in sales, we have not had to increase staff size."

Looking Toward the Future

FNRES plans to continue to leverage the power of Service Connect, closely integrating and further automating all aspects of its business. Facilitating communication across operations, FNRES expects nothing less than continued improvement in customer service and sales. To that end, FNRES recently added the Epicor Integration Hub (iHub) to their Service Connect implementation, which facilitates Web services within the Epicor Financials suite. Epicor iHUB will enable them to replace custom integration code, increase functionality and speed integration time in the future.

"Within the next four to six months, all of our customers will be able to buy any product they want on-demand via our Web store or from within our product offerings," says Voge. "Taking into consideration all the new efficiencies Service Connect has provided, the solution has more than paid for itself. As we continue to work with it, we are finding new ways to use the connectivity it offers, unifying our company and making my life much easier."

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Todd Voge, manager, enterprise business operations — FNRES

About Epicor

Epicor is a leading provider of enterprise business software solutions to the midmarket and divisions of Global 1000 companies. Founded in 1984, Epicor serves over 20,000 customers in more than 140 countries, providing solutions in over 30 languages.

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