How Scheduling Automation Improves Business Operations

Survey results identify key benchmarks that leading title and signing services are measuring to improve efficiency in their signing workflows.

80%
average reduction in coordination time

snapdocs

EXECUTIVE SUMMARY

Automating signing coordination is a competitive advantage

Manual notary coordination is an operational drag—identifying qualified notaries, scheduling them for signings, juggling calls and emails, issue resolution, and updating vendor payment spreadsheets. These tasks drain valuable time your team could be spending on more impactful, strategic work. It's not just inefficient, it limits your ability to scale your business.

To understand how top-performing title companies and signing services are tackling this challenge, we surveyed 35 teams that automated over 1,900,000+ orders with Snapdocs Notary Connect. The results show that **automation saves these teams considerable time** (and inherently money), transforming notary coordination from a bottleneck into a growth engine.

Top efficiency gains at a glance

TIME SAVINGS

97%
report a reduction in the time required to coordinate a signing*

80%
average reduction in coordination time—from 30 minutes to just 6 minutes per order
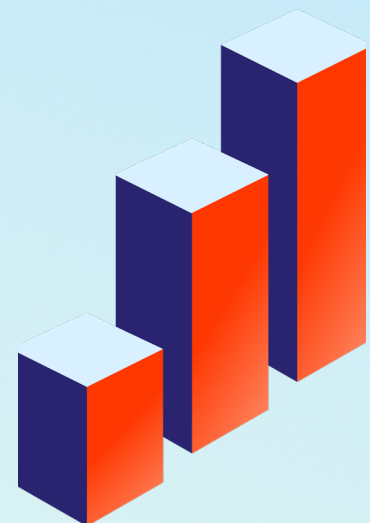
CAPACITY

72%
report being able to manage higher order volumes without adding staff, with 50% managing double the signing volume per month

ADOPTION

70%
of participants automate more than 75% of their notary scheduling orders

This report will explore the key benchmarks essential for measuring and enhancing notary scheduling efficiency.

*Signing coordination refers to all tasks involved in arranging a signing, including tracking/assigning notary availability, confirming appointments, and managing back-and-forth communications.

FINDING #1

Time to coordinate signing appointments decreases by 80%

Automation isn't just increasing speed—it's changing how teams operate. 97% of survey respondents reported a reduction in time to coordinate a signing appointment.

Prior to automating or outsourcing signings with Snapdocs Notary Connect, teams spent an average of 30 minutes per order tracking notary availability, confirming appointments, and managing back-and-forth communication—with some companies reporting up to 3 hours of manual coordination. With automation, the median coordination time dropped to just 6 minutes—an 80% reduction.

WITHOUT notary scheduling software
Teams noted spending most of their time on low-value, repetitive tasks like....

- Making phone calls
- Confirming notary availability
- Coordinating document handoffs
- Juggling communication across email, text, and phone

WITH notary scheduling software
Those manual workflows are streamlined or eliminated. Teams now dedicate more time to high-impact work like...

- Reviewing scanbacks
- Maintaining quality control
- Managing client exceptions
- Ensuring a seamless client experience

30 minutes
Average time spent coordinating a signing appointment

6 minutes
Average time spent coordinating a signing appointment

💬 NOTARY CONNECT CUSTOMER INSIGHTS

"Best decision we ever made. Hours of manual work saved each week."

FINDING #2

Time savings enables teams to increase the number of signings they can manage by 72%—without adding staff

The survey captured input from companies completing between **500 and 5,000+ signings per year**, ranging from small, high-efficiency operations to larger, high-volume teams. Regardless of size, one trend held true: when manual notary scheduling and coordination is no longer a bottleneck, teams can handle more business without additional resources and focus on more high-impact work. In fact, **59% of survey respondents** said Snapdocs reduced their team's workload—confirmation that automation alleviates the burden of manual coordination.

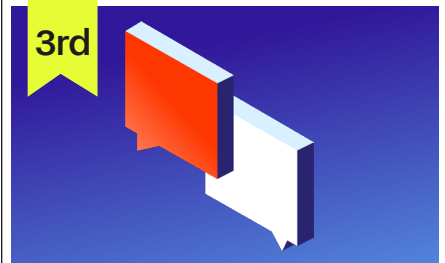**Survey Question: How has Notary Connect impacted your business?**

1st — Reduced team workload

2nd — Reduced time to coordinate signing

3rd — Improved communication & coordination

4. Improved notary coverage

5. Improved customer experience

💬 NOTARY CONNECT CUSTOMER INSIGHTS

"You save a lot of time calling notaries and explaining what needs to get done. With Notary Connect, you can see when the notary downloads docs and are able to see a log on how the signing is going."

FINDING #3

Over 70% of participants automate more than 75% of their notary scheduling orders

Automating notary scheduling isn't a one-time win—it delivers consistent, repeatable results. Surveyed teams reported an average satisfaction score of 8.5 out of 10, with most automating more than 75% of their orders. When adoption is strong, businesses can redirect time from low-value administrative work to high-impact activities that drive growth and strengthen customer relationships—ultimately boosting customer satisfaction.

Survey Question: What percentage of your total signing volume did you process through Snapdocs Notary Connect?

5.9%

17.6%

70.6%

5.9%

- 1% - 25%
- 25% - 50%
- 50% - 75%
- 75% - 100%
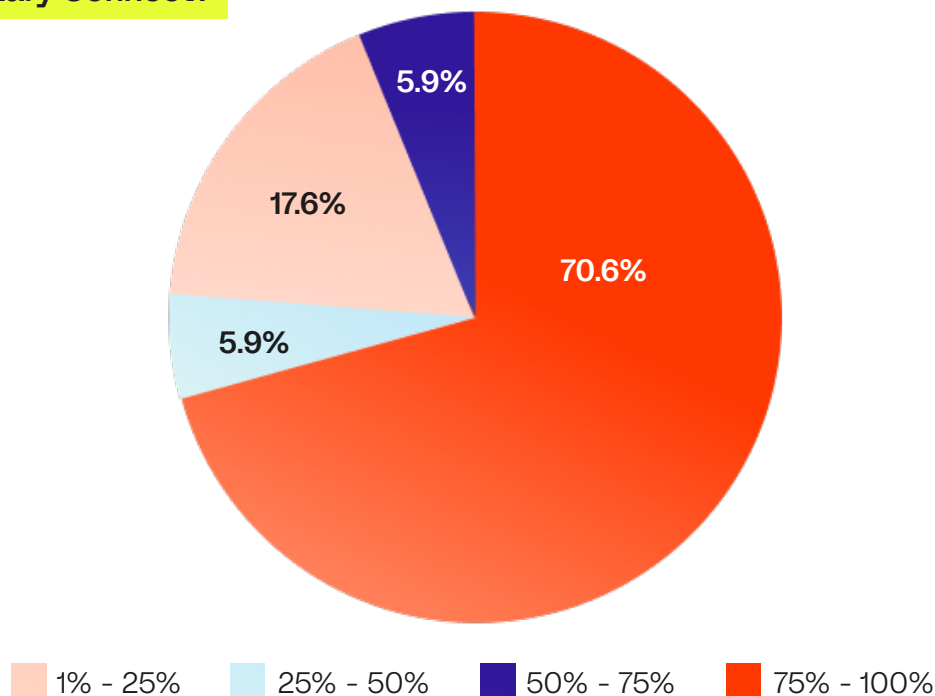
💬 NOTARY CONNECT CUSTOMER INSIGHTS

"Stop wasting time and just do it."

Ready to measure your own efficiency gains?

For title companies and signing services looking to scale signing coordination without adding headcount, here are three steps to take:

1 Benchmark your current scheduling performance

This will give you a baseline for measuring improvement and spotting inefficiencies. Track key metrics such as:

☐ Time to assign a qualified notary

☐ Total coordination time per signing

☐ Number of orders managed per scheduler

☐ Error or rework rates

☐ Customer satisfaction scores

2 Identify high-friction areas in your workflows

Look for manual or repetitive tasks, slow handoffs between teams or vendors, and recurring quality control issues. These are prime candidates for automation—where even small gains can add up to significant time and cost savings over hundreds or thousands of orders.

3 Evaluate notary scheduling solutions with a focus on scalability and fit for your workflows

Consider whether the partner offers:

☐ API integrations to connect with your existing systems

☐ AI-driven automations to speed up assignments and status tracking

☐ Access to a vetted, nationwide network of qualified notaries

☐ Built-in communication tools with automated reminders and updates

☐ Seamless document sharing and scanback capabilities

The right provider should not only replace manual steps but also provide visibility, accountability, and data to continuously improve.

Snapdocs has helped hundreds of businesses automate notary scheduling for fast, reliable signings.

Snapdocs Notary Connect is purpose-built for high-volume operations, offering intelligent notary matching, real-time updates, and integrated tools that consistently reduce manual effort. And we share your goals: eliminate bottlenecks, boost capacity, and drive measurable gains in both operational efficiency and client satisfaction.

Select the Notary Connect Solution that works for you

⌨ NOTARY CONNECT FLEX

Snapdocs provides the technology, you team runs the operations

Deliver a perfectly coordinated notary signing experience—without lifting a finger. With Notary Connect PRO, Snapdocs manages everything involved with notary scheduling operations, including:

- Fully Automated Notary Assignments
- Centralized Communication Portal
- Real-time Notifications and Status Updates
- Actionable Insights and Performance Dashboard
- Data, Security, and Compliance Tools
- Secure Integrations and APIs

Compare Solutions →

✅ NOTARY CONNECT PRO

Notary scheduling managed 100% by Snapdocs

Deliver a perfectly coordinated notary signing experience—without lifting a finger. With Notary Connect PRO, Snapdocs manages everything involved with notary scheduling operations, including:

- Notary Credential Verification
- White-Glove Notary Scheduling
- Notary Communication
- Issue Resolution
- Notary Payments

Compare Solutions →

Book a Meeting

Methodology

This study was conducted in July 2025 and reflects insights from 35 title companies and signing services actively using Snapdocs Notary Connect. To qualify, participants were required to manage a minimum of 500 signing orders annually through Snapdocs.

Respondents were informed that Snapdocs was the sponsor of the research. Survey questions focused on operational efficiency, notary scheduling processes, and measurable outcomes achieved through automation. The results presented in this report represent the aggregated responses of qualified participants.

About Snapdocs

Snapdocs is the leading digital closing provider, connecting the people, processes, and technologies that power a mortgage closing. Our platform automates every interaction between lenders and title companies from pre-closing through the sale of the loan. With our patented AI technology, hands-on customer service, and extensive partner network, all mortgage participants enjoy accurate, smooth, and secure closings. Our approach gives customers a competitive advantage by saving them time and money. Snapdocs makes mortgage a snap.

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