



## North American Title Company

### Customer Success Story-Real Estate

**North American Title group is one of the largest real estate settlement organizations within the United States, boasting more than 200 branches across 13 states. Their primary goal is to assist its customers in closing whatever real estate transaction they may have, including: purchasing, selling and refinancing.**

On a day to day basis, they specialize in working with realtors, builders, commercial investors, and lenders. They handle both residential and commercial transactions and their primary business groups are title agency and underwriting operations. They are owned by the Lennar Corporation which is a fortune 150 company and one of the largest homebuilders in the United States. The fact that they are affiliated with Lennar brings their customers additional benefits including: support services, financial strength, and a commitment to the real estate and homebuilding industries

**“It was cheaper and more beneficial to go paperless. Rather than spending time looking for a file, I can go to the computer and print off what I really need.”**

Jessica Lindler  
Executive Administrator and  
Documents Manager  
North American Title Company

Because they deal with so many customers and so many transactions, it was vital for them to maintain a system of organization for their documents. Originally the North American Title Company utilized a standard paper-filing system comprised of filing cabinets and boxes. When a document was needed, entire folders needed to be searched through. This system of organization was seen as burdensome and time consuming. It was during this time that Eagle Business Solutions proposed Questys Document Management as a more efficient means of storage and retrieval. “We received a demonstration from one or two other document management companies, but they were

a lot more expensive. Questys offered the same solutions for less money” states Jessica Lindler, Executive Administrator and Documents Manager.

Currently the North American Title Company utilizes Questys Document Management, an affordable, easy to use solution built exclusively for paper-intensive businesses. The system is used within all of their departments. It houses documents within the following categories: final title policy, close and payoff, miscellaneous documents, and commitment. Barcode cover sheets are utilized as a means of mass importation. This is done by printing barcode cover sheets, and scanning in batch files from an e-copy station. Every other day this mass OCR is used as a means of importing and indexing.

Since the implementation of Questys Document Management, the North American Title Company has seen an increase in employee productivity, as the time it takes to search for files has been reduced to seconds. In addition, Questys Pro has saved them money, as the cost of printing unnecessary paperwork has been eliminated. Since filing cabinets are no longer needed, valuable office space has also been saved. Because of the benefits Questys Document Management has provided them, the North American Title Company has recommended other businesses and organizations to Questys Solutions.

#### Overview:

##### COMPANY

North American Title Company

##### HEADQUARTERS

200 branches across 13 states

##### INDUSTRY

Real Estate/Title Company

##### NO. OF EMPLOYEES

More than 2,200 associates

##### BUSINESS CHALLENGE

- Paper intensive business needed a better system of document organization.
- Filing cabinets took up valuable office space.
- Increasing business resulted in a need for a more efficient use of this space.
- Time consuming filing and retrieving process resulted in a decrease in employee productivity

##### SOLUTION

- Questys Document Management: An affordable, easy-to-use and flexible document management solution that eliminates the need for space-wasting filing cabinets.

##### RESULTS

- Time spent researching for customer documentation reduced from days to minutes.
- Searchable database enables quick response to customer requests
- Improved employee productivity and efficiency levels.
- Reduced physical storage requirements

