

Cislo Title Company

Type: Title and Escrow Company

Location: Michigan

Service Areas: Nationwide

Challenge

Cislo Title has managed title closings since 1990 and currently operates across 9 offices throughout Michigan. As one of the established title companies in the region, Cislo's management knew the importance of continuing to innovate to stay competitive. Cislo decided to invest into a robust and modern software platform that made them more efficient at providing their clients with the top level of client service they prized themselves on.

The previous software that Cislo had implemented felt too antiquated and bulky. **The system was unreliable, disconnecting multiple times a day and interrupting the transaction process.** Redundant data entry made the documentation preparation inefficient, and the user-interface made training extremely taxing. The software also required various, pricey add-ons for integrations with other underwriter systems, making it difficult to pull a simple CPL.

Goals

Cislo wanted a modern system that could help: 1) Increase productivity of staff, 2) Reduce downtime, and 3) Keep costs down.

Solution

Cislo transitioned to Qualia to optimize its closing process with better technology. With Qualia, the time spent on closing document preparation was reduced by 3x through automated and streamlined data entry. Cislo also stopped experiencing downtime, which had been a frequent stressor with the previous system. And more importantly, Qualia's integration with all major underwriters allowed Cislo to pull necessary information quickly without any additional costs. In addition to key features, Qualia's pricing structure enabled Cislo to add an unlimited number of users, allowing it to scale the software across all 9 offices.

Results

- **Increased efficiency.** Shortened closing document preparation by 3x
- **Cost efficient.** Reduced annual IT expenses by \$20K
- **Reliable.** Eliminated 4-5 daily network disconnections



With Qualia, there's so much more productivity. Qualia has been a big factor in modernizing our business—everything you need is in there in one whole package. It's more reliable, faster, and cost-effective."

—Terrence A. Sheerin, Director of Operations, Cislo Title Company



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3x

Faster closing
document
preparation

\$20K

Less in annual
IT costs

0

Instances
of downtime