



CASE STUDY

Old Republic Title



INDUSTRY

Title Services

FOUNDED

1907

HEADQUARTERS

Tampa, Florida

WEBSITE

oldrepublictitle.com

ABOUT

Old Republic National Title Insurance Company provides title insurance for residential and commercial closing transactions.

Old Republic Title Operates Remotely and Efficiently with Qualia

Lalani Gomez, an Agency Account Manager at Old Republic Title, partners with title companies and attorneys in South Florida to provide underwriting services and help them grow their businesses. She often supports her title agents with software implementation, so when she first heard all the buzz about Qualia, she wanted to learn more.

Gomez believes the key benefit of Qualia for many of her agents is the ability to create “a more streamlined closing process for their teams.” With older, outdated closing systems, redundant manual data entry remains the norm, and integrations with underwriters are not always available. This leads to errors and slows the closing process, causing agents to rely on multiple platforms and data sources to complete one closing. With Qualia, Gomez has seen increased efficiency among her title agents, who report they can process an estimated five times faster now.

Ready to see a demo of Qualia? Contact us at qualia.com/demo



LALANI GOMEZ
AGENCY ACCOUNT MANAGER
TENNESSEE TITLE

“I attended Qualia product demonstration about two years ago, and I loved it immediately. I’ve been in the real estate industry for 15 years now, and Qualia is definitely one of the easiest platforms to use – I started suggesting my agents check out Qualia right away.”

“The team at Qualia clearly knows how this industry works,” she says. “I recommend Qualia because it simplifies the closing for our agents. And as an underwriter, it’s important for us that our agents streamline their processes because it reduces errors, allows them to process more orders, and makes it easier to generate and remit policies. This ultimately increases their bottom line, which in turn, increases ours. With our agents on Qualia, it helps us mitigate our risk and receive our premiums faster.”

Providing an Efficient Auditing Process

Qualia has also improved the auditing process for Gomez’s team at Old Republic. With the old closing platforms, auditors often had to be sent physical hard copies of all reconciliations. Some auditors also traveled on-site to the title company’s office to receive necessary files, lengthening the audit process for both the title company and Old Republic. But with Qualia, auditors have been able to conduct audits remotely through Qualia’s cloud-based platform by requesting all this information in a secure, organized, and digital way from their agents.

“The audit process is vital because that’s how we know if the agents are staying in compliance with all the regulations of Florida Department of Financial Services. So Qualia is wonderful in that it makes the audit process much easier. Our auditors don’t have to travel because they can just log in rather than pack up. It’s a big money and time-saver.”

Lalani Gomez, Agency Account Manager

Investing in the Future

With some of her clients having been on the same platform for many years, even on outdated decades old software, Gomez stresses the importance of being informed of the latest technology in the industry.

“I think it’s important for title companies to learn about Qualia because it’s one of the best tools in the industry. And in order to stay competitive, you need to know what tools are available and what your competitors are using.”

Lalani Gomez, Agency Account Manager