

# CLOSESIMPLE + RESWARE

AN INSIDE LOOK AT THE INTEGRATION  
[WHITE PAPER]

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# WHY CLOSESIMPLE EXISTS

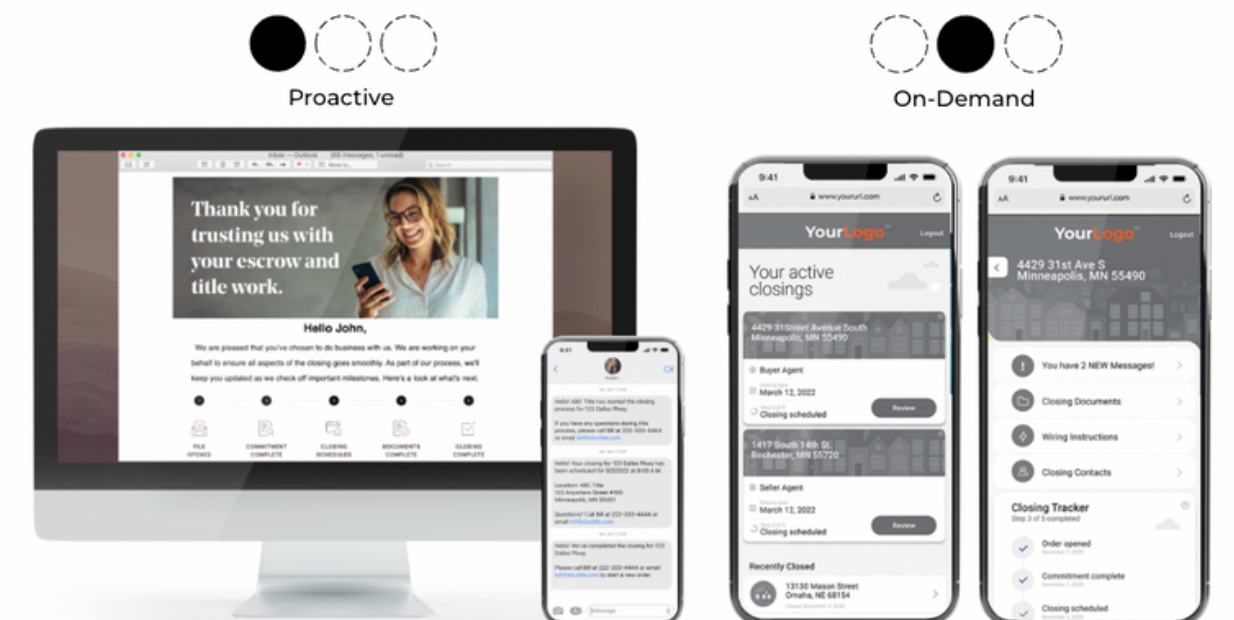
One of biggest complaints at the end of any real estate transaction is the lack of communication. This is particularly true once the purchase agreement is in place and the transaction moves into the closing process. Why? Because it's really hard to provide a seamless, well-communicated closing experience, keep ALL of the parties (Buyers, Sellers, Realtors, Lenders, Attorneys, etc.) in the loop, and do it at scale across every order.

In an attempt to keep service level high, most Title/Escrow Companies and Real Estate Attorneys end up resorting to a reactive customer experience strategy that results in their Escrow Staff and/or Paralegals answering the phone and email all day long, jumping from status update request to status update request. In short, it becomes extremely reactive.

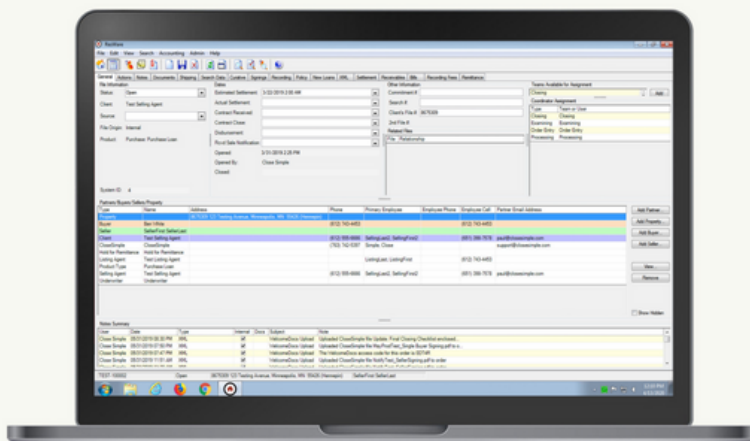
At CloseSimple, we help our client shift into a communication strategy that focuses on proactive communication and on-demand solutions for all parties:



The result is a comprehensive digital solution that integrates tightly with SoftPro to deliver Proactive Email & Text message updates, a branded, on-demand Client Portal, and of course, The Pizza Tracker for Title®



# CLOSESIMPLE + RESWARE OVERVIEW



ResWare launched the CloseSimple integration in spring of 2018. Since then, tens of thousands of orders have been processed helping hundreds of thousands of buyers, sellers, Realtors, and lenders stay better connected.

Let's take a look at how CloseSimple helps title and escrow companies on ResWare communicate during the closing with automated text messages, customized / branded emails and the Pizza Tracker for Title™ timeline.

“

*I was looking for a solution to streamline the process & track the progress of a file for clients. CloseSimple did both.*



**Shonna Cardello**

President

White Rose Settlement Services, Inc.

# HOW CLOSESIMPLE INTEGRATES

CloseSimple is integrated with ResWare through a ResWare to ResWare connection, and is generally configured to trigger off of Action start or completion. Once the action tied to CloseSimple fires, emails and texts are automatically sent, and the portal is updated.

## **Full Automation**

Existing workflow actions will be configured to auto-complete CloseSimple actions that facilitate the connection to CloseSimple and ultimately the automation. Basically, process doesn't change at all for your escrow teams. Just keep starting and/or completing actions!

What makes this great is that adoption is immediate & consistent, plus we tie our actions to your existing workflows, so typically there is literally zero new work for users.

See a full video overview of the CloseSimple + ResWare integration at [closesimple.com/resware](https://closesimple.com/resware).

# FEATURES

## Pricing

- Unlimited Monthly Orders included in all pricing tiers
  - Unlimited Monthly Emails included in all pricing tiers
  - Unlimited Texts included in all pricing tiers
- (see pricing at [closesimple.com/pricing](https://closesimple.com/pricing) for more details)

## User Experience

- Access to the CloseSimple User Interface for manually sending emails & texts
- Full Automation through action start/complete integration
- Access to the CloseSimple Admin Platform to easily edit your CloseSimple program

## Integration-specific information

- Contacts integration: includes standard contacts from “Order Contacts” (meaning no double-data entry for recipients)
- Email integration: integrates seamlessly with Exchange, Office 365, and Gmail to send email directly through your email platform.
- Email encryption integration: CloseSimple integrates with most email encryption services
- Attach & send documents: easily send documents from ResWare to your recipients

## Add-ons Available

- Outlook Plugin for easily scheduling closings from ResWare
- Secure Wiring Instructions solutions
- Zapier Middle-ware for connecting CRMs, etc.
- Proprietary Two-Way Business Texting Integration
- Buyer/Seller Info-sheet solution: allows you to easily request buyer/seller information at the beginning of the file, as well as get signature on standard docs like agency disclosures and seller payoff authorizations

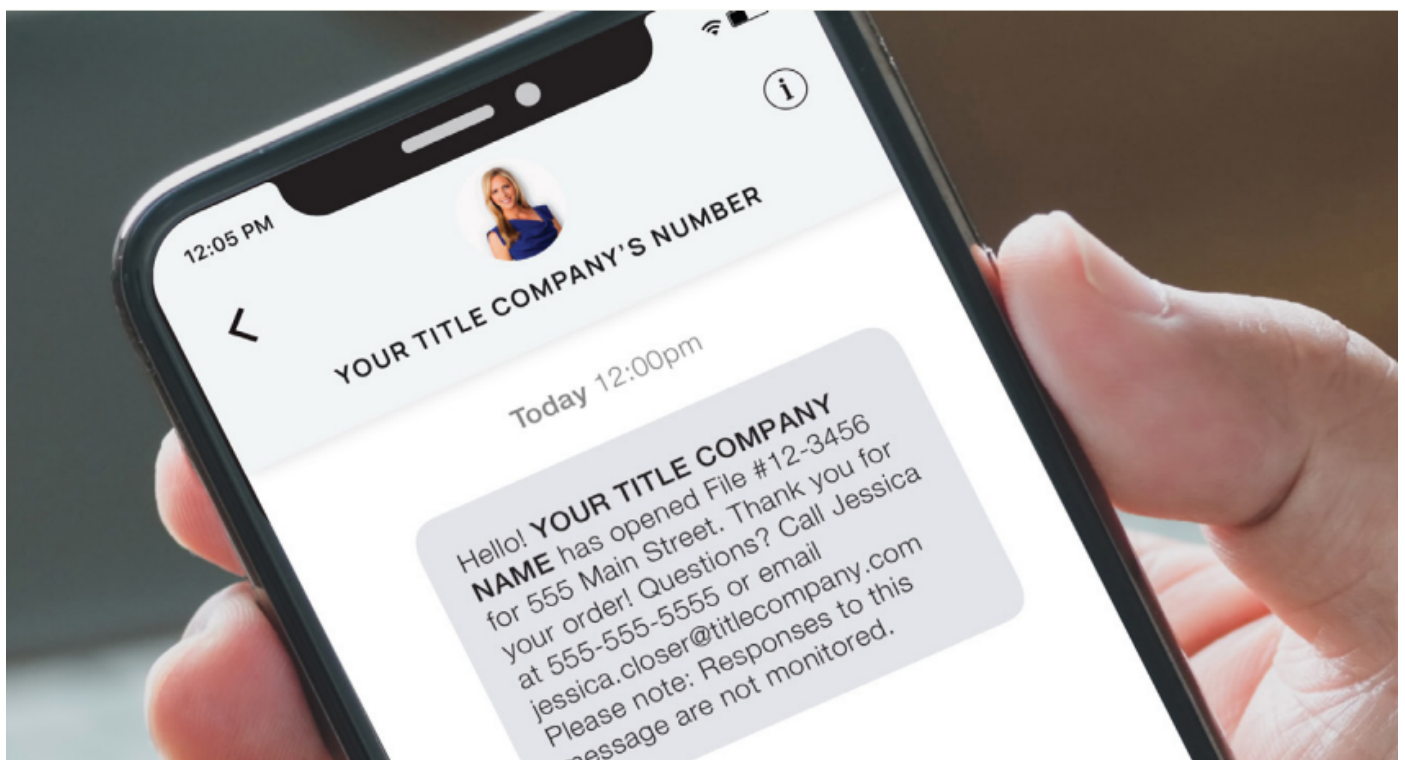
# TEXTING WITH CLOSESIMPLE & RESWARE

In 2017, CloseSimple introduced the title industry to text messaging, creating the first ever integrated text platform sending text message notifications.

Then, in 2020, after sending hundreds of thousands of texts to keep people connected, two-way texting was added. Both are great options for title companies and work great with ResWare, although we strongly recommend the one-way text messaging solution for any title company that is starting to use text messages during the closing process.

Our 2-way Texting Integrations include:

- Quiq
- Ring Central
- Text Request
- Kenect



## Here are a few differences:

- **Notifications (one-way):** One-way texting is great because it gives you the benefit of texting without adding any administrative/operational strain to your business.

Think of this like the text that you get from your doctor or dentist.

It is simply a notification or reminder about something coming up because you would call if you had any specific questions.

With the one-way text messaging your team will continue on like they always have, but with the ability to text customers because text messages naturally pierce through people's phones, ensuring your Realtors DID get that update.

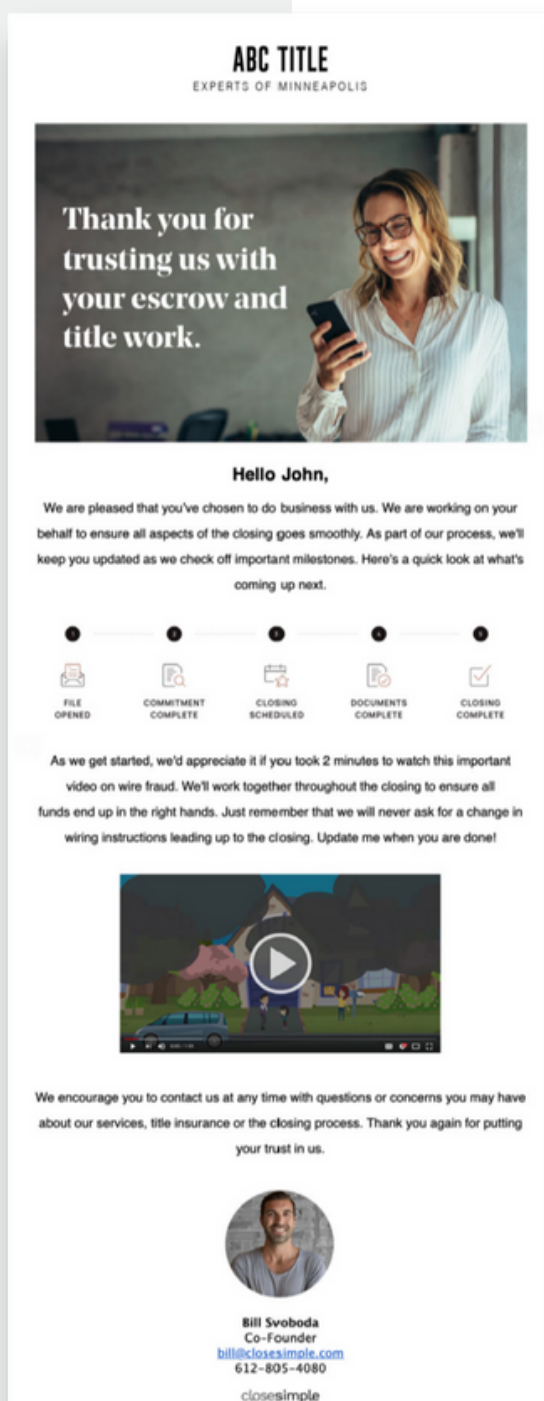
- **Notifications + Two-Way Conversation:** Adding on the CloseSimple 2-Way texting to your implementation means not only that can you take advantage of texting from ResWare, but you can continue on the conversation, providing a quick and easy way to get information from all of your different customers.

While this add-on requires a bit more shift in how your escrow staff is doing business (you will need to identify who will be replying and expectations on how long is an acceptable for each reply), it's an easy platform to implement and use.

See more at [closesimple.com/texting](https://closesimple.com/texting).



# EMAILING WITH CLOSESIMPLE & RESWARE



While texting is the hot new thing, emailing continues to be necessary. It'd be pretty hard to explain an entire closing process just in text messages, and sending documents will always be needed. CloseSimple takes the security of your information very seriously, and has implemented an email delivery strategy that reflects that.

Here's our approach to email:

- **Integrate with your email platform:**

Tying into your Office 365, Exchange, or Gmail account ensures that your communications come from your domain

- **One point of connection:**

We keep things simple and secure with one entry point

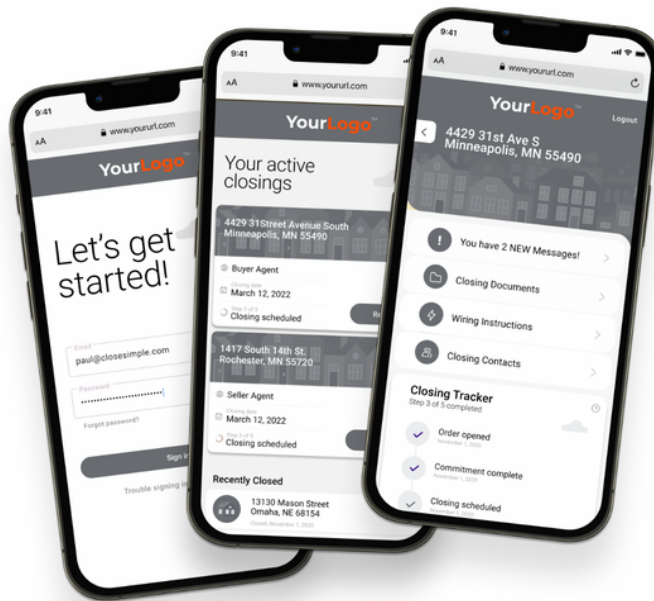
- **Your encryption service:**

Because we're tying directly into your email platform, we can pick up your existing encryption policies

- **Emails can be beautiful:**

We believe your communications are an amazing opportunity to showcase your brand, and we'll help you look amazing!

# GREENFOLDERS + THE CLOSESIMPLE CLIENT PORTAL



## Client Portal Overview:

The CloseSimple Portal provides one, easy-to-access location for your clients to get a full snapshot of what's happening on every transaction they're currently working on, and also those that have closed.

Features of the portal include:

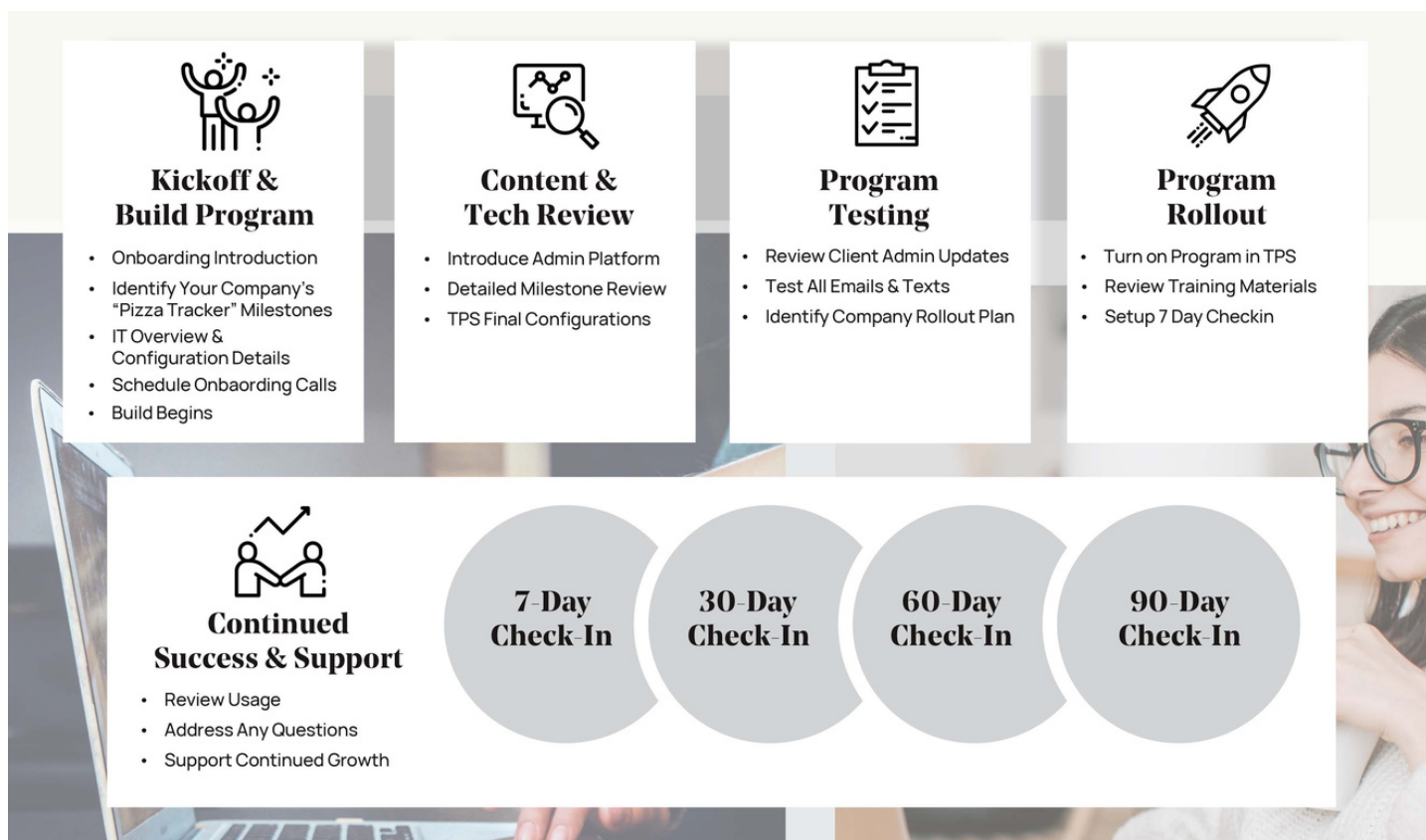
- Facial recognition for easy access
- Secure Messaging
- Secure Document Sharing
- Secure Wiring instructions delivery
- Visibility to all Closing Contacts
- Status Tracker
- Closing Information

## The Client Portal Integration with SoftPro:

The Client Portal utilizes the same full automation capabilities as the Email and Text notifications. Updates get added to the portal right alongside the email and text message updates. (See page 3 for more details on automation)

# IMPLEMENTATION PROCESS

With a name like "CloseSimple," it better be simple, or we named it wrong. A typical onboarding takes 2-3 weeks, requires 3 Zoom calls and is led by a dedicated CloseSimple team member.



“

*After receiving our email & text message updates, one real estate agent said they make 75% fewer calls to our Escrow office than other ones they work with ... with the help of CloseSimple I'm sure we will eventually get 100% of their business soon!"*



**Brynne DesMarteau-Ray**  
Escrow Operations Manager  
Affirmative Escrow

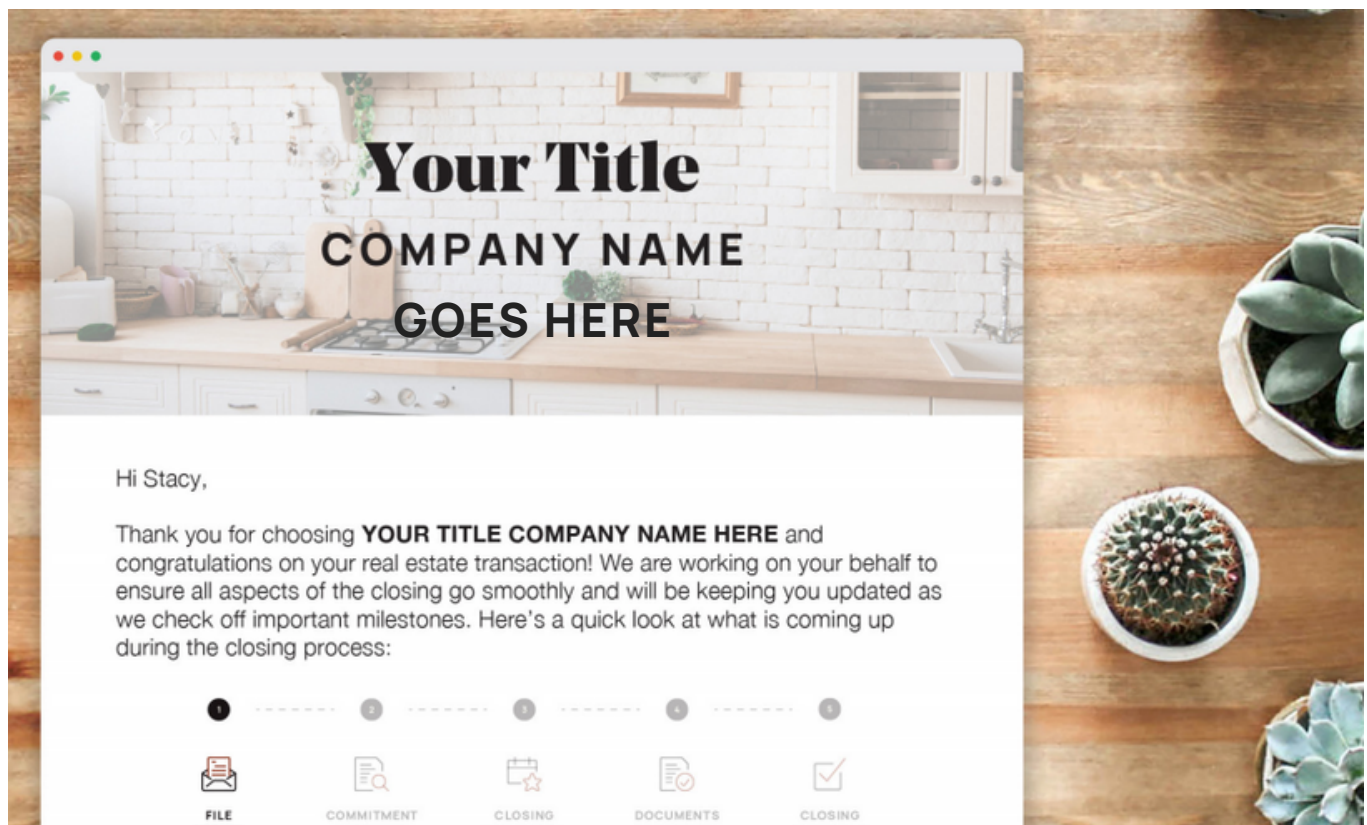
# ADMINISTERING YOUR PROGRAM

While CloseSimple will hold your hand throughout the implementation process to design all of your program graphics and written content, you will also have access to our proprietary admin platform to self-manage your program.

And don't worry, our support team is always available at [support@close-simple.com](mailto:support@close-simple.com) if you ever need help or have questions.

**As part of your program, you will have full control over:**

- Managing your graphics (if you want; normally we design & manage this for our customers)
- Managing your timelines (purchase, REFI, cash purchase, commercial, etc.)
- Managing text & email content
- Managing text & email recipients
- Configuring document attachments
- Managing your users



# CLOSESIMPLE VS BUILT-IN RESWARE AUTO-EMAILING

CloseSimple and ResWare both give you good options for delivering automated communications, documents, etc.

Here’s a breakdown of some of the features of each platform:

	CloseSimple	ResWare
Workflow-driven communications	✓	✓
Option to edit content/Recipients	✓	✓
Send Documents	✓	✓
The Pizza Tracker for Title®	✓	
Polished, branded emails	✓	
Text Messaging	✓	
Two-Way Text Messaging	✓	
Portal Access for Doc Sharing	✓	✓

One of the biggest differentiators between CloseSimple and any of the title production system integration partners is the onboarding process. For ResWare, CloseSimple will simply trigger off existing workflow items, meaning there is no change in process internally for escrow staff. It is very unobtrusive.

Additionally, the CloseSimple onboarding team assigned to your onboarding will complete over 90% of the work to get you rolled out. Including building and testing all of your automation configurations.

# MORE QUESTIONS OR NEXT STEPS

We'd love to answer them. Please contact [paul@closestsimple.com](mailto:paul@closestsimple.com) to discuss any integration or technical related questions.



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