



## Case Study:

GLOBAL AMERICAN  
TITLE AGENCY, INC

### Global American Title Agency, Inc.

“ResWare integrates with other ResWare instances as well as many service providers. These integrations are a great feature for us since we work with our sister companies on a daily basis. We also work with other ResWare users across the country who are local partners that handle part of the title insuring process.

The ability to integrate streamlines this process.” – *Dan Cullick, CEO*



Reports



Action Lists



Notes

## Background

Global American Title was founded in 1994 and began as an Illinois-licensed title company. Global now issues title insurance in seven states and has a footprint in many others. The specialty of Global has always been relocation but has expanded into others areas, including the retail and mortgage industries.

## Expanding with ResWare

The strengths realized by Global American Title in ResWare<sup>®</sup> include the Reports, Action Lists, and Notes sections. The many reports which the system produces are integral to Global’s day-to-day operations. They can be made as broad or precise as needed and are extremely helpful in tracking productivity.

The action lists and ability to customize them help all employees stay on top of their workload, minimizes missed deadlines, and provides clients insight into their files. Global finds the notes section for each file invaluable. Anyone working on a file can look at the notes and see conversations that have already occurred. Having this information prevents users from wasting valuable time and avoids repetition of work.



**ResWare**<sup>®</sup>  
powered by **adeptive**

Global values the many accounting functions of the system because they make reconciling multiple bank accounts less complicated. These features also make audits much less stressful, as ResWare stores all the necessary reports with their corresponding reconciliation.

Dan Cullick, CEO of Global American Title, appreciates the fact that the training time required for new employees is quite minimal compared to other title software systems. He shared, “Many comments have been made by new employees about how user-friendly the system is.”

Dan also states, “From an administrator’s standpoint, ResWare is superb at adjusting as a company grows. It can be adapted to handle any size office. It is also very easy to customize the system to the type of work done by the office.”

Overall, the various features of ResWare have made Global much more efficient by helping reduce mistakes and maximize worker efforts.

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of work done by the office.”

—*Dan Cullick, CEO*