



Case Study:

Linear Title & Closing



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Flexibility



Scalability



Efficiency

About Linear Title and Closing

Linear Title & Closing, Ltd was founded in 2005 by President and CEO, Nick Liuzza as a regional title company in Newport, RI. Within six years, Linear grew to over 200 employees with a national footprint offering title insurance and closing services for refinancing, purchase, REO, and other settlement services. Liuzza and his team attribute a significant part of their ability to perform and excel to the flexibility, scalability, and efficiency achieved using ResWare.

Fast Growth, Increasing Need

As a rapidly growing title and closing company, Linear needed a product that could expand with the organization and didn't have a great deal of time devoted to training and integration; the software had to scale. As a technically savvy company, Linear knew its production software needed to integrate easily with service providers, have evolving feature updates/upgrades, and keep up with client needs.

Liuzza and Linear's CTO, Jessica Digilio, understood that to succeed they would need the right tools to achieve rapid growth. Liuzza and his team needed a system that could fit and scale to their business model; one that could be customized around each new client and the client's process.

After a thorough review of several products, they found what they needed in ResWare.

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Unable to Find the Limits of ResWare

When Linear first began using ResWare, the company was advised it would have a difficult time finding the limits of ResWare and would have the power of customization always in its control.

"When we need to implement a new request for a client or create a solution to an internal challenge, the tools within ResWare provide us with the ability to create a scalable process. Using technology to eliminate redundant, manual steps and reduce labor costs through increased automation allows Linear to stay a step ahead," said Digilio.

After working in ResWare for two years, the company took the software and the claim that finding the limits would be difficult and began exploring and expanding its capabilities. To date, Linear is still finding features to capitalize on to make the most of ResWare's efficiency, scalability, and customization.

Because of the power of ResWare, Linear was able to create a groundbreaking innovation called "Change of Circumstance."

This allows a lender to make a change to a file and have it automatically change throughout the system. The result automatically updates fees and automated notifications with documentation to every partner involved with the file.



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Before “Change of Circumstance,” agents would have to make a change on a document and either email or call several different people in order to ensure that the change had been made on all fronts. This would take anywhere from 24 hours to three to four days, and there was always the risk of missing the change in one of the many places it needed to be updated. With “Change of Circumstance” this process is automatic, takes about 20 seconds, and makes sure every instance is accurately updated.

In addition to “Change of Circumstance,” Linear utilizes ResWare integrations. One example is “Notes and Documents,” which ensures that notes and documents are seamlessly and automatically transmitted between parties, and enables tasks to be automatically started based on documents received. This is all automated, requiring no manual intervention, which frees up even more time for employees to concentrate on their primary job functions.

“Being able to utilize integrations where one action automatically triggers the next action is key. This significantly reduces our labor costs,” said Liuzza. “These efficiencies are global and span our client base. With ResWare, we have the ability to implement workflows specific to our clients’ needs.”

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—*Jessica Digilio, CTO*