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## Case Study:

### Premier Title & Escrow



“I see far fewer mistakes that cost out of pocket money.”

– *Janine M. Atamian, Esq., President*



Improved Workflow



Efficiency



Communications Management

## About Premier Title & Escrow

Founded by Janine Atamian, Esq., Premier Title & Escrow is built on the principle that each customer deserves undivided attention. Premier Title & Escrow is committed to being the best in the industry. They set goals and maintain the highest level of excellence—not just for the company but for employees as well.

Premier promotes integrity, respect, and teamwork, as well as focuses on exceptional communication and ongoing personal and professional development. Furthermore, they believe that client service should be second nature and foster an environment committed to convenience, responsiveness, and a positive attitude.

## State Audits Are a Smooth Process with ResWare

There are several rules and nuances for the many states where Premier Title & Escrow does business. Previously, file processing and management could be frustrating because it wasn't consistent across users. By utilizing ResWare<sup>®</sup> actions to make a file flow the way it is supposed to, creating deadlines that forced follow-ups, and using the pop-up notes to remind staff of state-specific rules or products, ResWare



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helped Premier realize huge improvements, which were reflected in their audits.

“The first audit strictly using the ResWare production software was amazing,” said president, Janine Atamian. “The investment in the software was by far one of the best I could have ever made.”

## Continuous Improvement

Hands-on experience provides insight into ResWare and its vast capabilities. This type of involvement often triggers ideas for more efficient ways to conduct business. Janine adds, “I imagine as I continue to refine my ResWare setup, it will get even better.”

## Essential Items

File Management

Deadline Creation

Pop-up Notifications

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—*Janine M. Atamian, Esq., President*