

How Landtrust Title Built a Future-Ready Enterprise with Action-Driven Automations in Resware



Company Name: [Landtrust Title](#)

Company Type: Title & Escrow

HQ: Kentucky

Products: Resware

Results

- Scaled effectively **without increasing staff**
- **Centralized** communications
- Gained a **highly adaptable platform**

About

Serving markets in Illinois, Wisconsin and Florida, Landtrust Title Services provides title services to attorneys, real estate agents, financial institutions, and affiliated real estate businesses. With an emphasis on operational excellence, Landtrust Title Services aims to deliver a superior client experience for every real estate transaction.

Challenge

Landtrust Title Services, under the leadership of Grace Chakos, Senior Vice President of Title Operations, has always aimed for peak operational performance. With Chakos's extensive background, including over 35 years in the title & escrow industry, the firm understood the critical role of technology. However, to maintain a competitive edge and prepare for future growth, Landtrust Title identified key areas where they needed customized automation through a forward-thinking technology partner like Resware.

Handle Rising Order Volumes without Increasing Headcount

A primary objective for Landtrust Title was to expand its capacity and handle increasing order volumes without a proportional surge in operational staff. "The idea in operations is obviously to grow without having to hire 80 people just because you've doubled your order count," said Chakos. The firm needed software that could automate closing processes to make efficient scaling a reality.

Overcome Fragmented Communications and Document Management

Managing the sheer volume of communications and documents for each file can become a significant bottleneck if not handled systematically. Without a centralized system, employees faced inefficiencies in tracking correspondence, locating crucial documents, and ensuring everyone was working with the most up-to-date information. This impacted response times and overall file progression—a common hurdle that Landtrust Title aimed to eliminate for smoother operations.



Resware is so action driven that when you complete your action, the file just automatically goes to the next department.

Grace Chakos

Senior Vice President of Title Operations

Modernize Closing Experiences for Clients and Employees

Landtrust Title recognized the increasing importance of providing a digital closing experience and the potential of advanced technologies. This desire to modernize meant investing in a title production system (TPS) that could not only handle their current needs, but also seamlessly integrate future solutions, such as artificial intelligence (AI) and remote online notarization (RON).

“In five to 10 years, I’m not sure we’re going to have many physical closing rooms,” said Chakos. Easy facilitation of remote online notarizations for sellers not attending physical closings was a priority. “To be able to send out the settlement statement digitally [through DocuSign integrated into the Resware system] to our clients who don’t come to closings in person would make us much more efficient,” Chakos stated.

Beyond RON closings, the overall ability for LandTrust Title’s TPS to integrate with many vendors in order to create a customized closing experience was paramount.

Solution

Landtrust Title Services chose Resware as its enterprise title solution to address these challenges and build a foundation for sustained operational excellence. Resware's comprehensive and customizable features provided the tools necessary to optimize workflows, integrate with advanced technology partners, and prepare for future industry shifts.

Action-Driven Workflows Automate Key Processes

Action-driven architecture was a deciding factor for Landtrust Title to select Resware as their technology partner. This feature ensures that as tasks are completed, files automatically progress to the next relevant department or stage, minimizing manual handoffs and enhancing visibility among stakeholders.

"Resware is so action-driven that when you complete your action, the file just automatically goes to the next department," explained Chakos. This automation in Resware provides a clear view of file status at any given time, which Chakos contrasts with less efficient systems: "Resware allows everybody to view actions and know the file's exact status at a given time."

Unified Email Management Centralizes Critical Communication

For Landtrust Title, one of Resware's most impactful features is its integrated email management. The system automatically captures and files email correspondence and attachments directly within the relevant transaction file when the file number is present in the subject line.

"We do all of our communication, templating, and emailing out of Resware. So all the replies, attachments, and documents go directly into the file. Email is a huge selling point," said Chakos. This capability has been instrumental in simplifying communication and document management, ensuring a complete and accessible record for every transaction.

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What I like best about Resware is the ease of creating workflows to fit your needs.

Grace Chakos

Senior Vice President of Title Operations

Customizable Platform Future-Proofs Their Business

The ability to tailor Resware to their specific needs was paramount for Landtrust Title. Running a large and complex organization requires granular customization to handle the nuances of different types of transactions. Chakos highlighted Resware's highly configurable actions engine as a major advantage: "Build your actions the way you want. Customize any of your actions to work with your workflow. Customize the documents and templates you want to create based on your needs."

This customization extends to preparing for future advancements. Chakos sees AI as an enhancement to help Landtrust Title employees be more effective in their jobs, asking, "What can we do to make [operations] more efficient with AI and use the resources that we have today to continue to grow and move forward without having to hire additional staff?" Resware's continued investment in APIs and its evolving AI landscape are key to further enhance automation and efficiency gains for customers.

Comprehensive Support and Collaborative Partnership

Beyond the software itself, the support and partnership with the Qualia team have been crucial for Landtrust Title. With comprehensive services backed by industry experts, the Resware Professional Services team provides help with new customer onboarding as well as configuration optimization and Resware best practices for existing customers. Resware's optimization tool ensures customer workflows are configured for peak efficiency. It identifies common issues that can impact system performance and provides guidance on how to address them effectively.

Besides proactive services to drive productivity, Resware's Support team helps solve critical issues swiftly. Chakos shared, "Resware's support team has been great. We encountered an issue that just happened recently and [Resware Customer Support] jumped on it. The team was on with us immediately to get it solved."



If you're interested in a system that is action-driven, it's a great system for that. You can customize the documents and templates you want to create based on your needs. And that's what I love about it.

Grace Chakos
Senior Vice President of Title Operations

Results

Using Resware, Landtrust Title Services has significantly advanced its operational capabilities, positioning the firm for continued success and future growth. The platform's powerful features for workflow automation, communication management, and customization have empowered Landtrust Title to enhance efficiency, allowing them to envision growth without a linear increase in staffing, and adapt to the evolving digital landscape of real estate closings. As Chakos affirmed, "There are a lot of great features in Resware that allow us to run our company more efficiently."

Landtrust Title Services is now better equipped to integrate modern tools and explore AI applications, confident in a platform that can evolve with their needs and industry trends. With the ability for granular control over automation and integrations, Resware provides Landtrust with maximum flexibility to customize every workflow and partner with the right vendors to meet their needs.

The combination of a powerful system and a responsive partnership with Qualia ensures Landtrust Title Services remains at the forefront of operational excellence.