How Epic Title Gained 40% Efficiency with a Modern Technology Partner

Company Name: Epic Title

Company Type: Title & Escrow

HQ: Michigan

Products: Core, Marketplace, Reconciliation Service

Results

- Achieved **40% time savings** on overall file efficiency
- Cut monthly reconciliation **costs by 50%** via BankUnited
- Reduced new hire onboarding from weeks or months to **2-3 days**

About

Founded in September 2020, Epic Title is a family of five settlement agencies headquartered in Detroit, Michigan. With a team of 16 employees, Epic Title specializes in joint ventures and building strong relationships with real estate brokerages. From its start, Epic Title has focused on growth, innovation, and accountability.

Amy Leonardo, Co-Owner and Operations Manager at Epic Title, was forward-thinking in her approach to the business from the start. She recognized that Epic Title's choice of technology partner was essential to achieving its goals. She knew the ambitious agency needed a software solution that would support its vision for a modern, connected operation.

Challenge

Leonardo's previous experience with legacy title production systems (TPS) made her determined to avoid outdated software.

Fragmented Systems Slowed Down Teamwork

Leonardo had experienced the operational limits of legacy systems firsthand. They were fragmented and separated departmental work, preventing a single source of truth for all users. Furthermore, the systems were often not built for modern workflows, hindering teamwork.

"Other software programs I've used in the past were disjointed and antiquated. They were very clunky. It was challenging to train employees and hard for employees," said Leonardo.

On-Premises Software Stifled Flexibility

The decision to found Epic Title in September 2020 came with immediate operational challenges. The pandemic and need for remote work underscored the critical need for a cloud-based solution to maintain business continuity and support a flexible workforce.

Leonardo had previously worked at a firm using an on-premises system that could not adapt to remote work during the initial lockdown. "Before starting Epic Title, I was one of the unlucky ones where my team was not able to work from home. Trying to work with on-premises software was super messy. If we had Qualia, we would have the flexibility to work from home because it's all cloud-based," said Leonardo.

To support their own remote staff, Epic Title required the stability, security, and accessibility that only a cloud-based platform could provide.

Training Was an Extensive, Months-Long Process

In addition to workflow fragmentation, legacy systems presented a high barrier to entry for new hires. For people new to the title industry, the process took even longer.

"Getting employees up to speed on our old system took far longer than Qualia. With the prior software, team members took at least a couple of weeks to become familiar with the system. When we had people come in that weren't familiar with the title industry, it took them at least a month to get trained," explained Leonardo.

This extensive training period diverted staff time and slowed Epic Title's ability to scale.

Solution

The Epic Title team chose Qualia Core, establishing a modern foundation for their business that is unified, intelligent, and supported by a true partner.

A Unified Platform Delivers 40% Efficiency Gains

By choosing Qualia, Epic Title gained a unified, all-in-one platform that connects their entire team. The centralized system eliminated the need for staff to jump between separate programs, allowing every user to quickly find necessary information and status updates.

This ability to collaborate in one system led to a **40% time savings** on overall file efficiency and use.

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> Now we have all of our employees working in one place. I love the all-inclusiveness of Qualia because we're so departmental. Qualia allows us to jump in a file at any point and we all know exactly where it's at.
>
> Amy Leonardo
> Operations Manager, Epic Title

AI and Workflows Provide Fast, Accurate Closings

Epic Title uses artificial intelligence (AI) and workflows daily to automate time-consuming, repetitive tasks, dramatically increasing file speed and accuracy.

Using AI to read purchase agreements and other documents for order entry, the Epic Title team reduced the time for that critical first step from 30 minutes **down to 10 minutes**. Similarly, the AI feature for balancing the Closing Disclosure (CD) figure cut a 15-minute process **down to 3-5 minutes.**

Future-Proofing Through Partnership and Cost Savings

Epic Title views Qualia as a partner dedicated to their long-term success. Leonardo noted that Qualia is constantly improving its software, ensuring Epic Title is future-proofed against industry and technology shifts.

This partnership also extends to financial operations. Through Qualia's relationship with BankUnited, Epic Title receives a financial subsidy that significantly reduces the cost of its Reconciliation Service.

This benefit, coupled with the expert support from the Reconciliation Service team, saves Epic Title money and provides peace of mind.

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> Order entry used to take us about 30 minutes, depending on the order. Now it's about 10 minutes.
>
> Amy Leonardo
> Operations Manager, Epic Title

Results

By building its business on Qualia Core, Epic Title was able to implement an intelligent, all-in-one solution that avoids the inefficiency and constraints of legacy software. The Epic Title team has gained significant time savings, team connection, and the cost-saving benefits of a strong partner network. As Epic Title continues to grow its joint ventures, its modern technology foundation will ensure it remains resilient, connected, and focused on exceptional service.

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> We work with BankUnited, and they subsidize some of our Reconciliation Service costs. For some months, it cut the bill in half.
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> Amy Leonardo
> Operations Manager, Epic Title