



The Closing Agent:

*Improving the Planet and
Customer Service with Simplifile*



Barry Miller - President, The Closing Agent

For a solid decade, The Closing Agent, Inc., a leading independent title insurance and settlement company in Central Florida, has upheld a two-fold commitment: it serves its clients with excellence via cutting edge technology, and also fosters environmentally sound business practices. Simplifile eRecording helps The Closing Agent distinguish its services as both technologically innovative and environmentally friendly.

Challenge: *The Environmental Initiative*

From its early use of document scanning technologies to a continued policy of recycling, The Closing Agent has demonstrated unwavering appreciation and respect for the environment. So when approached by Simplifile to implement eRecording, the company embraced the technology as a natural extension of their corporate philosophy. Says Director of Operations Darryll Clark, "When we had the opportunity to save paper through the use of electronic recording, we jumped at the chance." These electronically stored and transmitted documents now also free up valuable office space that once formally housed numerous file cabinets. *(continued >)*

Solution: *Secure and Simple Business with Simplifile*

Not only is eRecording advancing The Closing Agent's cause on the environmental front, but Simplifile's cutting-edge technology has streamlined the company's recording process, too—a tremendous boon in the real estate market, where chronic fluctuation makes staffing a decided challenge.

Using Simplifile's secure Internet architecture and tamper-proof transmission capabilities, The Closing Agent effortlessly sends to the Orange County Comptroller's Office scanned images of documents and their corresponding index information. Staff at the Comptroller's Office can then immediately retrieve and view these digital images and verify the accuracy of the indexes. Any document requiring corrections is returned with detailed comments within minutes—to the great relief of The Closing Agent's staff, accustomed to waiting days. It also takes mere minutes to make the necessary changes and resubmit the document to the County. And once that document has been successfully recorded, The Closing Agent receives prompt notification along with the stamped recorded image of the document itself.

Through the best in technology, Simplifile offers The Closing Agent the best way to get the job done. The company can now focus on the quality of the documents being recorded, rather than expending sizable efforts—at times even increasing the number of employees—simply to prepare the documents for recording.

Says founder and President Barry L. Miller of Simplifile's innovative technology, "eRecording is the latest step we have taken to be at the forefront of delivering the highest and best quality service to our customers." And The Closing Agent provides this top-notch service while avoiding the costs of a hike in staffing as well as traditional paper, copier, and courier expenses.

Result: *And Everybody Wins*

Recording documents the old way was wasteful, time consuming, and susceptible to human error. The Closing Agent and eRecording have proved not only an efficient and effective combination for the title company, but a winning combination as well for its customers and the planet as a whole. Everybody and everything—including our environment—wins, and that's why Barry Miller and his team at The Closing Agent are wearing the Simplifile Smile. •

ABOUT SIMPLIFILE

Simplifile provides innovative, simple, and secure eRecording services for a wide variety of customers, including title companies, banks, attorneys, and county and state government jurisdictions. Our eRecording services accelerate document recording and simplify document workflow processes, significantly reducing costly overhead associated with traditional submission and recordation methods while improving client service levels dramatically.

Simplifile is focused on building the industry's de facto eRecording network. As such, we provide a streamlined yet scalable approach to electronic recording tailored to customers of all shapes and sizes. For more information on how Simplifile can help you succeed, visit simplifile.com or call 800.460.5657.