Alaska Premier Title & Escrow builds its business on Horizon

Established: 2023

Employees: 3

State(s) served: Alaska

Alaska Premier Title and Escrow, LLC (APTE) is a full-service title and escrow company based in Juneau, Alaska. With over 17 years of local real estate knowledge and expertise, the firm specializes in providing comprehensive title insurance, escrow services and closing solutions for residential and commercial properties.

As a newly launched firm in early 2023, Juneau-based Alaska Premier Title and Escrow (APTE) wanted to build its business the right way from the ground up. "In the course of your career, you often see things that make you wonder why they're being done that way," says Escrow Officer Anna Beebe. "At a corporate organization, you might not be able to make the changes you need at a branch level." That made flexibility a top priority for APTE's title and escrow solution—for example, the ability to tailor templates and documents to meet their own requirements. With just a three-person team, the company also needed a solution that was simple to implement and use without the need for in-house IT or document management resources. And as in any small business, cost was top-of-mind as well.

Streamlined onboarding gets APTE up and running fast.
APTE evaluated four options for its new title and escrow solution. Beebe quickly eliminated two platforms because they were top-heavy solutions that couldn't effectively meet the needs of smaller companies. Of the remaining candidates, RamQuest's Horizon stood out for its rich functionality, efficient data workflow, and integrated title and escrow accounting functions—along with one other important point. "The big kicker was the pricing," Beebe explains. Delivered as software-as-a-service (SaaS), Horizon allows customers to pay by monthly subscription without the need for a big up-front capital expense. The SaaS model also means that Horizon is hosted by RamQuest, eliminating the need for on-premises hardware resources while ensuring scalable capacity as needed. "As a SaaS solution, Horizon gives us the features we need at a lower cost." With built-in security, Horizon also allows APTE to realize the benefits of a web-based program without the added cost of a VPN.

As APTE moved forward, time was of the essence. "We were trying to get up and running very quickly. We already had files in the hopper," recalls Beebe. The firm had actually made an initial false start with another vendor, spending two weeks struggling with an outdated product that failed to meet its needs. "We explained our situation to RamQuest and asked them to get us up and running on Horizon as fast as possible. The customer service we received from them was just amazing. They were very responsive and solution-oriented, and really went above and beyond for us."

RamQuest took APTE through an accelerated training process, including a detailed summary on what to expect with Horizon. Within a week, Beebe and her colleagues were already using the solution. "I felt very comfortable right away," she says. "There will always be little things you need to work through and figure out for a new software solution to become second nature, but the onboarding team stayed with us for a full month after we went live. Any time we had a question, no matter how big or small, they answered it right away. It was just an amazing experience."

Efficiency, flexibility and exceptional customer service.
Designed for effortless personalization, Horizon lets the APTE team work the way they prefer with easy-to-configure modules to streamline day-to-day tasks, configurable columns and to-do lists. "We can respond more quickly to clients and keep their processes moving faster," says Beebe.

APTE especially appreciates Horizon's integrated title and escrow accounting functions, which eliminate the need for data re-entry. "The more times you enter something manually, the greater the risk of a mistake. Being able to enter information just once at the start gives us a great sense of confidence that we won't make errors with our client data. If there's a document we're going to use on every file, we can upload it and code it to pull in the information that we need. That was huge for us," says Beebe. In addition to increasing efficiency and productivity, this helps ensure accuracy.

Horizon's point-and-click title production features make it simple to rearrange, move, and edit clauses while using standard language. "We didn't want to get stuck with things that are hard to modify," says Beebe. "That was very important to us. With Horizon, we have the flexibility to make our documents look the way they want. We've also been able to remove unnecessary elements from our settlement statements so they're a lot easier to read. The document tool is very user-friendly, and it makes us look good when we can provide such a professional experience to our clients."

As APTE continues to build and grow its business, RamQuest remains key to help their team get the most from their Horizon investment. "The RamQuest customer support team is far better than I've ever experienced elsewhere. I can always reach out and ask questions. Being able to reach out to a person who knows you by first name makes a big difference," says Beebe.

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>
> – Anna Beebe, *Escrow Officer*

RamQuest's Horizon

Horizon is RamQuest's new SaaS-based, flagship title and settlement solution designed to take your business to new heights. With its unparalleled features and comprehensive capabilities, Horizon offers a flexible and streamlined experience tailored to your unique needs.

Designed with you in mind.

A personalized experience: Designed for flexibility, customized widgets let you streamline day-to-day tasks, configurable columns, and to-do lists. Easy configuration, intuitive navigation and intentional screen layout ensure you can do your job the way you like.

Easy to learn, easier to use: Built-in contextual tutorials ensure you get help when and where you need it, without endless user manuals and clunky help screens.

Enhance productivity: Reduce the number of keystrokes to complete tasks. Efficient data workflow reduces errors and recalculation, while integrated title and escrow accounting functions eliminate the need for data re-entry. Point-and-click title production features make it simple to rearrange, move and edit clauses while using standard language.

Stay in the know.

Accurate and up to date: Easy to use, comprehensive, built-in, customizable reporting and real-time dashboard give you more insight at your fingertips, including up-to-the-minute status of every transaction, to better manage business.

Fast access to information: Real-time data and reporting across the entire platform lets you respond to customers faster, stay on top of audit information and reduce overall risk.

Out-of-the-box intelligence: Analytics show you precisely where your team needs a little more help.

All the advantages of SaaS technology.

Comprehensive cloud-based functionality. Because it's a SaaS solution, customers are assured that their data is backed up, replicated, and fully protected. Horizon eliminates the expense, hassle and worries of managing your own software, hardware, or security.

State-of-the-art Security. Horizon is hosted on the Microsoft Azure platform and accessible on an internet browser, giving customers the assurances of customized hardware and multi-layered state of-the-art, Microsoft security across physical data centers, infrastructure and operations.

Flexibility to meet your needs. It's easy to scale up and down as your needs change, and RamQuest handles routine updates and maintenance for you.

About RamQuest...

At RamQuest, we continuously strive to nurture our customers' success by tirelessly delivering the most innovative technology and creative service offerings. RamQuest enables title and settlement operations with our fully integrated closing, escrow accounting, imaging, transaction management, digital marketplace and digital signing solutions. op2 is the hosted environment for the RamQuest solutions that conforms to all the ALTA Best Practices standards for an IT environment and is designed to offer the highest level of security, availability and redundancy for your RamQuest software in the title and settlement industry today.

An ALTA Elite Provider since 2015.

The RamQuest Data Promise

Your data is your business—not ours. Some will tell you that giving up the rights to your data is the cost of doing business these days—the price you have to pay for a modern, innovative solution.

RamQuest sees things differently. We understand that your data is one of your most valuable assets. We'll help you meet your customer data privacy obligations and protect your intellectual property by never selling, misusing or repurposing your data for our own advantage. And we put that commitment in writing:

> We understand that your data is your intellectual property and one of your most valuable assets. You own it. Now and forever. We'll never sell or repurpose it...that's our promise to you.