

## What goes into an application upgrade, and how much do customers have to say about it?

**W**hen Product Manager Andrew Wells and his team of product and development specialists gave the green light to the release of TitlePoint Xpress Version 3.4, he sounded like a pitcher walking off the mound after a string of scoreless innings.

“I feel really good about this release,” says Andrew. “We dug out the details, organized the project, set priorities and did the work. We sat with customers and listened to their problems and challenges. Collaborating with customers to create a better product — doing it the right way — that’s all rewarding.”

Property Insight has just this month launched the latest releases of TitlePoint Xpress and its deep-plant counterpart, TitlePoint, both now accessible to customers.

What it means for the users of these two products is “an overall improvement in the ways they search for data,” says Andrew, “our goal is always to create a better search experience for our customers.”

### Requirements for the Upgrade

In order to access the versions of TitlePoint and TitlePoint Xpress, users may need to upgrade their Windows software.

“We have advanced our iView component, which handles printing and image viewing, to Microsoft’s current .NET version,” says Don Livezey, vice president and product office director. “As a result, customers who do not yet have the current .NET 3.5 version from Microsoft will need to upgrade. It’s an easy upgrade for users of Microsoft Windows XP or Vista.”

Don says testing for the new version has been extensive as with all Property Insight upgrades.

“Each release is tested thoroughly by our Quality Assurance team,” he says, “which performs feature and regression testing to make sure an application’s features are working as expected, and also load testing to ensure that the system will perform well when many users access it simultaneously. We load test with volumes at least well beyond the anticipated user load.”

### TitlePoint Enhancements

Most of the features of the new release address details for everyday use. For instance, up until now, TitlePoint would time out if left in-

active over a period of time. In order to meet SOX regulations, a pop-up message now appears after 60 minutes of inactivity. It alerts the user when a session is about to expire and provides the option to continue or sign out.

Another feature allows users to automatically launch an Instrument or Name search from the property chain.

### TitlePoint Xpress Enhancements

TitlePoint Xpress users will be able to navigate faster to the initial search results screen as well as between results screens from different searches. As with TitlePoint, they will no longer time-out without warning.

References to unrelated documents have been reduced, making title examinations easier while improving search performance. This enhancement is the result of improved search logic in the “Include References”

option, which can be selected on the Preferences page. The new logic greatly reduces the number of documents returned that are unrelated to a search, such as a Master Assignment of Mortgage.

### New Legal and Vesting Reports

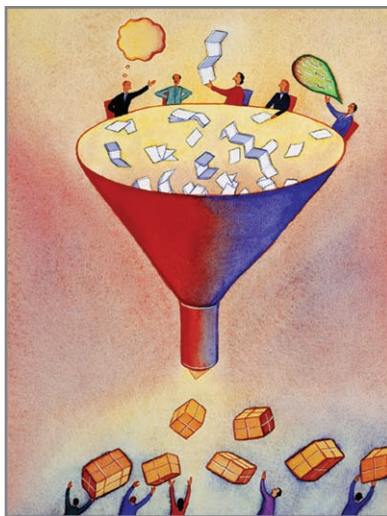
While most of the improvements for both products address specific search features and functions, TitlePoint Xpress will deepen its capabilities with the unveiling of a Legal and Vesting product. This new feature will allow users to locate a property using address, owner name or property ID number and obtain a list of all current owner names with a vesting clause and a brief or full legal description (if available). Depending on the county, additional elements may include images of the conveyance instruments and tax assessment information.

Legal and Vesting searches create a single source for multiple data sets, including property, tax and recorder information.

### Training not an Issue

Users of the 3.4 upgrades should be able to continue searching without the need for added training, according to Product Manager Lisa Roessler.

“When we incorporate new features and functionality into a release, we believe they should be intuitive,” she says, “so we design





## Upgrade: Version 3.4

our applications with that in mind. However, we do get the word out on the new stuff, such as an announcement button, that when clicked, will take the user to our release notes describing all the enhancements and fixes.”

Lisa added that Property Insight routinely conducts on-site follow up trainings after a new release “to help users know that these new features are now available.”

Other communications, says Lisa, include using the login page to announce items that are new to the system with information on how to use them. “We also send out publications via email to get the word out in advance of the release and to announce exciting new features and additions,” she says.



Excitement is what emanates from the product teams prior to a new release since so much work goes into research, planning and execution. A team effort has a way of bringing enthusiasm and a desire to get it right for customers. “We always try to over achieve,” says Andrew Wells. “We collaborate with customers to get as close to their wish list as possible.”

But there are always limitations when it comes to delivering on upgrades, says Andrew. Technology constraints, time constraints and the unexpected will inevitably factor

into what can be delivered.

“We’re always looking to balance what we can include [in the release] with what our customers are needing and looking for. Our objectives are always to improve workflow and to fix anything in the current version that needs fixing,” he said.

But there’s yet another measuring stick to apply, says Andrew. And that is “whether we are making good on our promise to build for the future — leveraging various data and continuously giving our clients more and better ways to search.”

Delivering on Property Insight’s vision of “perfecting the search for title,” the product teams know that surveying industry trends, economic conditions, as well as individual customer demands requires a continuous balancing act.

“We keep a vigilant eye on how customer needs are shifting with the economic times as well as consolidations of title operations,” says Lisa Roessler. “For instance, if we see more boundary lines collapsing between title operations and the growth of centralized processing facilities or title groups that process work for multiple states, we examine how to streamline their work using our products.”

The product teams for both TitlePoint and TitlePoint Xpress will continue with what Andrew calls “a disciplined approach” as they evolve products to meet present client demands as well as positioning for the future. So far, staying in close contact with customers, maintaining an innovative mindset and working hard has been a formula for success.

## Summary of 3.4 enhancements

### For TitlePoint Xpress 3.4

- New Legal and Vesting product
- Faster navigation to the initial search results screen as well as between results screens from different searches.
- Application will no longer time-out with no warning. After an hour, a pop-up message appears when a session is about to expire and gives the option to continue or sign out.
- References to unrelated documents have been reduced by implementing improved search logic.
- When available, the Assessors Parcel Number and Case Number fields will be provided as separate fields in Expanded Search Results.

### For TitlePoint 3.4

- Expiration pop-up message - as with TitlePoint Xpress.
- Automatically launch an Instrument or Name search from the property chain. Right-click a record to Search Instrument w/References, Launch from Instrument (search page) or Search this Reference. Clicking on a record’s party name link will initiate a name search or use the magnifying glass next to the party name to launch from the search page.
- Choosing Future, Underlying or Related Parcels for a series or range of Tax Searches no longer displays duplicate search results shared by different properties.
- Documents that share the same property description are now separated for better viewing.

Thank you for your interest