

Office 365 Blog: Title365 Company, Ryan Jaeger

Igniting Innovation with Office 365

By Ryan Jaeger, VP Systems Engineering

After we spun off from our parent company in 2011, our goal at Title365 Company was to hit the ground running with a commitment to delivering an industry-changing combination of centralized product fulfillment, fast turnaround of services, and breakthrough technology solutions. Title365 Company provides a full array of real estate closing and settlement services. Based in Newport Beach, California, we serve residential real estate brokers, mortgage and financial institutions, asset managers, and independent escrows. We knew we needed to have a standardized communication and collaboration system, since our team is nationally distributed, which can sometimes make it hard for team members to find each other. To spark innovation, we needed team members to stay connected.

As we searched for a solution, we didn't find the "bricks-and-mortar data center" approach very attractive—we would have had to build everything from scratch. Rather than make a sizeable investment to support a new infrastructure, we opted to go to the cloud. We looked at several options, including Google Apps, but they didn't support what we needed for our day-to-day work. Instead, we went with [Microsoft Office 365](#). One of the biggest reasons we chose Office 365 was the flexibility to mix and match plans to meet our employee needs. We chose to provide contingent staff with access to Microsoft Exchange Online—while providing full-time staff with access to Exchange Online together with the Lync Enterprise voice subscription for telephony services add-on. The key component for us was Microsoft Lync voice integration with Exchange Online. We saw Lync as a better future-proof platform for the voice capabilities that we envisioned for our company than what Cisco Call Manager had available. Our IT partner David Bleecker, Managing Partner of [The Bleecker Consulting Group](#), became a vital asset during our Lync implementation while designing an on-premises Lync Enterprise voice environment in a cloud-hosted model.

Our deployment went very smoothly. We've had a great experience, and because of that we're looking to upgrade to the full Office 365 suite (E4)—which includes Microsoft Office Professional Plus in addition to Lync Enterprise voice. The flexibility of the Office 365 licensing model compared to a traditional Microsoft Enterprise Agreement makes it an easy choice.

Office 365 is a great fit for us. The email and calendaring capabilities make all the difference. Shared calendaring—for teams and individuals—has become vital. We can easily schedule meetings by viewing each other's availability and, because of presence, we know exactly who's available or away, from minute to minute. I can just bring a USB headset and my entire office follows me. I still have the same visibility from anywhere I am working so if I'm traveling, I am able to function as effectively as if I were at my desk.

We've set up training rooms with the Lync presentation capability that enables videoconferencing and whiteboarding functionality. In fact, due to their effectiveness, Lync presentations are becoming increasingly popular. But, if you can imagine, Lync voice is helping us better utilize resources. For instance, if our primary operator receptionist in California gets sick, someone in Florida can seamlessly fill in for her so we don't have to duplicate resources.

We now have the ability to actually operate from anywhere. We can select staff throughout the country that are good at what they do, without being limited by area. We didn't want to host IT infrastructure and we're really happy with the way Office 365 handles it all. That leaves us free to focus our money and resources on other more value-driven tasks, rather than things like server and infrastructure maintenance. Without those distractions, we're spending more time on design and innovation.

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Additional Customer Quotes

“We considered Google Apps, but it didn’t support what we needed for our day-to-day work. We saw Lync as a better platform for the voice capabilities that we wanted than what Cisco Call Manager had available.”

Ryan Jaeger, VP Systems Engineering, Title365 Company

“With Office 365, we know when team members are available, and when we can actually reach them. That brings team members closer and helps them be more innovative.”

Ryan Jaeger, VP Systems Engineering, Title365 Company

“The interconnection of all of the products, the voice mail to email, the unified messaging, the visibility of employee availability—it all works together to give us real-time information. Employees are excited about it.”

Ryan Jaeger, VP Systems Engineering, Title365 Company

“With Office 365, we have a scalable solution, without our having to maintain an expensive IT infrastructure that would take time and resources away from our core goals: design and innovation.”

Ryan Jaeger, VP Systems Engineering, Title365 Company