

“Working with Axis Technical Group was instrumental in the success of our integration project. Their expertise and collaborative approach ensured we met all our objectives on time and within budget, delivering real value to our business and customers.”

*Rick J. Hecker, Esq.,
SVP & General Counsel
Conestoga Title Insurance*

ALIGN YOUR PATH TO GROWTH

A background image showing a laptop screen displaying a network diagram with nodes and blocks. The nodes are labeled "NODE_06" and "NODE_09", and the blocks are labeled "BLOCK_04" and "BLOCK_05". The diagram is overlaid on a blurred image of a server rack.

Case Study: Conestoga Streamlines Operations with Custom Systems Integration

INTRODUCTION

Conestoga, a Title Insurance subsidiary of Donegal Mutual Insurance Company, has long been an industry leader, protecting homeowners and lenders against financial loss from defects in title to real property. As the real estate market has evolved, so too have customer expectations. Clients now demand faster, more accurate transactions with seamless access to data, especially in an increasingly digital world where speed and security are paramount.

Conestoga recognized the need to digitize processes to stay competitive and meet growing demands. One of the keys to this transformation was streamlining integration with a third-party platform, Qualia. However, to leverage this powerful tool, Conestoga needed custom integration to ensure quick, accurate access to Qualia’s extensive database and historical transaction records. A new solution was needed to more efficiently handle a high volume of information that could be delivered to Conestoga’s internal systems to support better decision-making and enhance its customers’ experience.

CHALLENGE

The Conestoga team faced several challenges. First, they needed to find the right partner with not only technical expertise but also a deep understanding of the title insurance industry. Title insurance is a specialized field with unique regulatory requirements, data management needs, and customer service expectations. The ideal partner had to understand these intricacies and have a proven track record in the insurance sector. Without this industry-specific knowledge, even the most technically sound integration could fall short of delivering the desired business outcomes.

Second, Conestoga had to ensure that the integration with Qualia's platform would be seamless, secure, and scalable. This meant developing custom APIs to connect Conestoga's systems with Qualia, creating middleware to manage the data flow, and building a user-friendly interface for Conestoga's staff to interact with the system. Additionally, the integration had to be robust enough to handle large volumes of data transactions in real time, ensuring that customers would experience no delays or inaccuracies when accessing their information.

This project required meticulous planning and execution to ensure the integration would be completed on time and within budget. Given the complexity of the task, this was no small feat! Conestoga needed a partner who could cost-effectively deliver on complex technical requirements without sacrificing quality.



EVALUATION

After an extensive evaluation process, Conestoga selected Axis Technical Group (ATG) as its integration architect and implementation partner. Axis brought a wealth of experience in both systems integration and the insurance industry. The Axis team has completed many similar projects, including integrations with other digital platforms used in the insurance and financial services industries. This expertise was crucial. Axis Technical Group could anticipate potential challenges and offer solutions that were tailored to the unique needs of title insurance providers.

ATG offered a competitive cost structure with a blended approach of using both onshore and offshore resources. This let Conestoga stay within its budgetary constraints while enabling specialized teams to be deployed for different aspects of the project. The right level of expertise was applied at the right time, without unnecessary costs.

Axis worked closely with the internal teams at Conestoga as part of a commitment to collaboration and transparency during this project. This allowed Axis to understand and implement specific needs while providing detailed plans on an approach for integration. This gave Conestoga the confidence that Axis was the right partner to help achieve its digital transformation goals.

"The integration with Qualia's platform has been a game-changer for our operations. We've significantly enhanced our efficiency by automating previously manual processes, allowing our team to focus on higher-value activities. Not only were we able to improve our customer's experience, but we also strengthened our competitive position in the market. Thanks to this successful integration, we are now more agile and better equipped to introduce new products that meet the evolving needs of our clients."

Rick J. Hecker, Esq.,
SVP & General Counsel
Conestoga Title Insurance

SOLUTION

This project was broken down into five phases as described below.

PHASE 1: CUSTOM USER INTERFACE DEVELOPMENT

The first phase of the project focused on creating a custom user interface (UI) for Conestoga's staff to interact seamlessly with the Qualia platform. The UI was designed with the end-user in mind – it was intuitive, easy to navigate, and aligned with Conestoga's existing workflows. This involved extensive user testing and feedback sessions to refine the interface and ensure that it met the needs of the staff who would be using it daily.

PHASE 2: DATA FLOW AND MIDDLEWARE DEVELOPMENT

The second phase involved establishing a robust process to control the flow, adjustment, and maintenance of orders. Axis developed a middleware platform that acted as a bridge between Conestoga's internal systems and Qualia's platform to ensure data flowed smoothly between the two systems without delay. This provided a layer of control that let Conestoga adjust and maintain orders as needed without disrupting the overall workflow.

PHASE 3: SECURE API AND CONNECTION SETUP

Next, secure APIs were developed to establish a reliable integration. These APIs were critical for controlling the lifecycle of orders and vendors, ensuring that all transactions were processed securely and efficiently. The APIs allowed for instant updates while reducing the risk of errors or delays.

PHASE 4: PROCESS STANDARDIZATION AND SECURITY PROTOCOLS

To further streamline the process, Axis created a standardized template that could be used for all transactions. This template reduced variability to ensure consistency across orders. ATG implemented stringent security protocols to protect sensitive customer data and comply with industry regulations. These protocols included encryption, access controls, and regular security audits to ensure the system remained secure over time.

PHASE 5: FINAL STABILIZATION AND GO-LIVE

After the initial phases were completed, the system went through a final stabilization process. This involved rigorous testing to identify and resolve any remaining issues before the system was fully launched. Today, the custom application is live, and Conestoga is reaping the benefits of the integration.

RESULTS

Conestoga achieved many significant benefits as a result of this project:

EXPANDED AUTOMATION OF MANUAL PROCESSES

What was once a manual, time-consuming process has now been intelligently automated. This automation has freed up valuable staff resources, allowing them to focus on higher-value activities such as customer service and business development.

ENHANCED CUSTOMER EXPERIENCE

Customers can now access Qualia data in near real-time, providing them with a faster, more efficient service. This has significantly improved the customer experience, giving Conestoga a competitive edge in the market.

IMPROVED COMPETITIVE POSITIONING

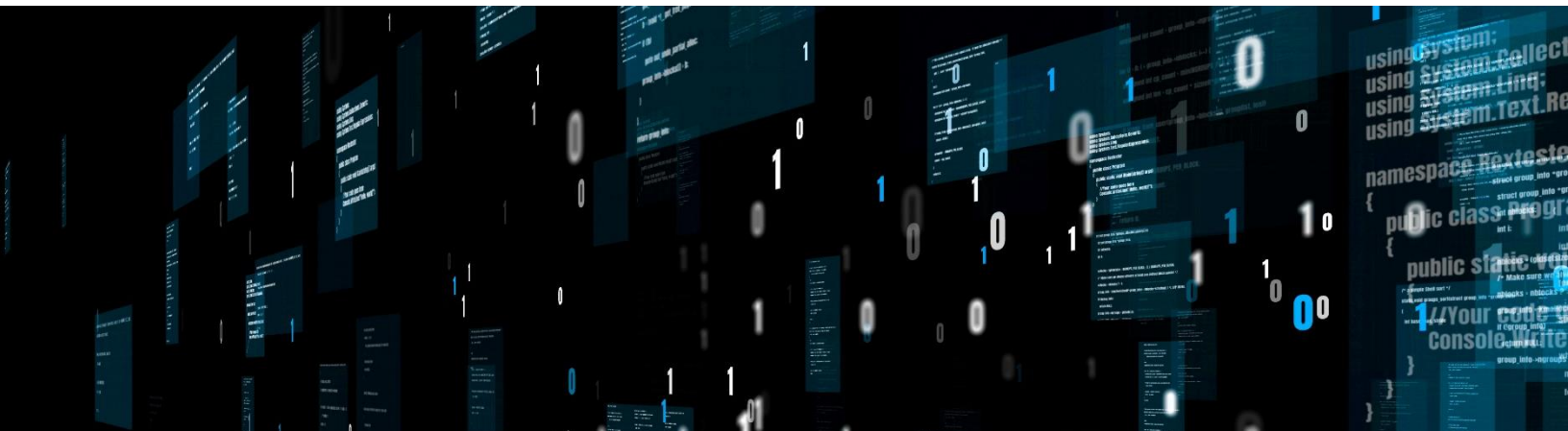
With the new system in place, Conestoga can now compete more effectively against larger organizations. The integration has leveled the playing field, allowing Conestoga to offer the same level of service as companies with much larger infrastructures.

FASTER NEW PRODUCT DEVELOPMENT

The flexibility of the new system has created new product options that were previously not possible. This has expanded their market offerings and provided new revenue streams.

GREATER OPERATIONAL AGILITY

The firm now has greater operational agility. Changes can be made quickly and easily to update automated processes in response to market changes. This agility is critical in today's fast-paced real estate market, where the ability to adapt quickly can be a significant competitive advantage.



CASE STUDY

INDUSTRY EXPERIENCE

- Real Estate & Title
- Financial Services
- Healthcare & Dentistry
- Energy
- Utilities

Microsoft
Partner



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NEXT STEPS

Building on the success of this project, Conestoga is now exploring additional back-office integrations to further streamline operations. These will focus on automating manual, inefficient processes, thereby enhancing overall operational efficiency. By continuing to invest in digital transformation, Conestoga is positioning itself for long-term success in an increasingly competitive market. It is committed to leveraging technology to deliver superior service to its customers and remain at the forefront of the title insurance industry.

The partnership with Axis Technical Group has proven to be a significant step forward in Conestoga's digital journey, and the future looks bright as they continue to innovate and grow together.

ABOUT AXIS TECHNICAL GROUP

Axis Technical Group (ATG) is an IT solutions provider that helps clients align their path to growth. ATG solutions elevate business performance by streamlining processes, improving systems performance, and distributing business intelligence quickly and cost-effectively. ATG has earned a reputation as a trusted advisor by delivering solutions that exceed their client's expectations. Our team of software developers, business consultants, IT staffing professionals, and technical experts have deep industry knowledge, systems experience, and technical expertise to get the job done right, the first time.

