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## Attorney's Title Guaranty launches Windows-based title and closing system 018

CHICAGO -- Attorney's Title Guaranty Fund Inc. (ATG), a title insurance company with 3,700 attorney-agents, has launched ATG Resource, an Internet-based software system for use by its attorney-agents to produce and track all documents necessary for real estate transactions.

Developed in conjunction with RamQuest, a leading provider of software for the title industry, ATG Resource "is an extremely user-friendly, flexible and cost-effective system for ATG attorney-agents and their employees," said Peter J. Birnbaum, ATG president and CEO.

Using ATG Resource software in their offices, ATG attorney-agents can produce all documents necessary for real estate transactions while ATG employees use the system to track and process all incoming data from parties involved in each transaction.

"The beauty of this system is its ease of use," Birnbaum said. "RamQuest, which received the highest rating for user satisfaction in a recent Title Technology survey, clearly understands how to develop a sophisticated workflow management system and one that is well-suited for ATG and its agents."

With ATG Resource, agents and ATG employees can easily enter title and closing date through a simple, Internet-based order entry process. From there, the attorney uses the software to produce the necessary documents for the transaction.

The new system uses an Application Service Provider (ASP) environment to access and operate the software hosted on ATG's off-site server.

"This exceedingly popular and efficient method for delivering software to users eliminates the agent-users' need to load and maintain software on their computers and also frees agents from maintaining (paper) from inventories," Birnbaum said. "With the ASP model, ATG makes software enhancements automatically on the server so transitions are virtually seamless."

Users receive a full-day, in-depth training session conducted by ATG Member Services Department staff at locations throughout the state. After training, software users have access to ongoing support through ATG's Software HelpDesk. One of the most beneficial services offered by HelpDesk staff is a "terminal server" session, which allows a HelpDesk employee to occupy the user's desktop from a remote location, steering the user through various Resource screens and date fields as if he or she were sitting right there, controlling the mouse.

ATG is headquartered in Chicago and Champaign. It has offices in Mount Prospect, Chicago (Loop and mid-north side), Libertyville, Lombard, North Riverside, Oak Lawn, Homewood, downstate Belleville and Madison, Wis.