

Customer Success

Southwest Environmental INC.

Phoenix, AZ

Southwest Environmental Inc. is the leader in manhole installation, protection, and rehabilitation across Arizona and Nevada. They concentrate their efforts on manhole vacuum-testing and repair services to manhole manufacturers/installers and pipeline companies.



SITUATION

Southwest Environmental takes on many projects at a time and needed a solution to track every step of the lien process. From when the prelien was sent to when they close out a job, and everything in between, they needed to ensure each and every detail from their projects were accurate and accounted for. They lacked the time or resources to do this themselves.



With all of the paperwork, timelines, and mailing required within sending preliens and filing liens, they knew they needed a partner to keep them organized.



The team had tried a more expensive lien service provider in the past who didn't deliver on the many bells and whistles they promised, such as the ability to tie data into quickbooks, and many other lofty promises. Overall Southwest was disappointed as they never quite executed the way they needed them to.

SOLUTION

Titan's straightforward process made it simple for their team to track all of the details they needed, such as knowing exactly how someone was paid for a job and giving them the ability to track the number of preliens they do.



Southwest knows the importance of meeting tight deadlines, that's why they continue to utilize Titan's team because they know they'll be able to get their questions answered immediately, giving them the ability to act promptly.



They understand how many little details go into the lien process. With Titan, they know nothing will fall through the cracks.



"We go back to Titan because their customer service is phenomenal and they always know where to point us when suggesting legal resources. I never feel like we're going to be stuck."

With Titan, Southwest Construction Inc. now:



Get's paid faster by creating transparency in communication by sending a prelien upfront.



Sends preliens on almost every job because of the success they've experienced using Titan.

