



CASE STUDY: MAIN STREET TITLE

BUILDING A TRUST-BASED, RESPONSIVE PARTNERSHIP FOR RESIDENTIAL AND COMMERCIAL SEARCHES

Client: Main Street Title

Location: Nashville, Tennessee

Industry: Title Agent

Interviewee: The owner

Overview

Main Street Title is a Tennessee-based title agency handling residential and commercial real estate transactions. Like many firms in the title industry, they require fast, reliable, and customized title search support to keep their closings on track and their clients satisfied.

The Problem

Prior to working with [Real Title Services](#) (RTS), the owner of Main Street Title faced a critical breakdown in trust with previous title search vendors. The inconsistency and unreliability of results were jeopardizing internal processes and customer experience. Compounding the issue, the company had specific formatting needs for how title search data needed to be delivered—requirements that weren't being honored.

How RTS Stepped In





The owner turned to [Real Title Services](#) and found a true partner. Over the past two years, RTS has steadily earned his trust through consistency, adaptability, and communication. The RTS team worked closely with Main Street Title to tailor how search results were delivered, integrating seamlessly with their automated processes and internal workflows.

"Trust is built over time, and [Real Title Services](#) has earned my trust over the last 2 years," says the owner. "They were receptive to the format I needed for search information, which helped with my company's automation."

More importantly, the owner notes that RTS is quick to respond when any issues arise—a key differentiator in an industry where mistakes can stall deals. *"Problems happen with any relationship."*

It's how they get resolved that matters—and *Real Title Services* has always been responsive,” the owner adds.

RTS Results at a Glance

-  Timely, accurate searches in custom format
-  Escalations resolved quickly and personally
-  Seamless integration with internal systems
-  Trust-based relationship with real people

The Full RTS Impact

- **Improved Reliability:** They consistently receive timely, accurate searches formatted exactly how they need them.
- **Stronger Communication:** Escalations are handled promptly and personally.
- **Operational Efficiency:** Custom-formatted results match Main Street Title's internal data system requirements.
- **Human-Centered Support:** *“I feel like I have a partner in RTS. I like working with the people there. Angela is always quick and on the ball if I ever have any snags. Management at RTS is responsive.”*

Final Thoughts

When asked what he'd change about RTS, the owner acknowledged industry-wide rising costs but made a key point: *“You have to pay a little more for quality searchers who know what they are doing.”* For Main Street Title, that investment is worthwhile given the ROI in trust, speed, and professionalism.

Looking for a title search partner you can trust?

Contact Real Title Services to see how we can tailor our approach to your specific needs—just like we did for Main Street Title.

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