

Technology Update
by Rhett Yankowski



House Keeping

Please do not place the conference on hold!

Background/hold music makes it difficult to hear the speaker

Please mute your phones! We are voice recording the conference. If you don't have a mute button on your phone try *6 to mute and un-mute your phone.

Note: webinar materials for the October webinar "Spooky Claims 2007" by Susan Withers are now available online at www.stewarttexas.com

Technology Update: Disaster
Recovery, Backup and Technical
Support

Presented by Rhett Yankowski
Director of Agency Technology

Disaster Recovery

- ❑ Necessary for the Continuance of Business in the case of an emergency
- ❑ Plan for Worst Case Scenario
- ❑ Story Related to Flat Tire

Disaster Recovery – Possible Disasters

- ❑ Building collapsing from natural disaster, such as a tornado
- ❑ Flooding of Building
- ❑ Fire
- ❑ Theft
- ❑ Disgruntled Employee
- ❑ Virus or Hacker attack
- ❑ Server hardware failure

Disaster Recovery – Necessary Items

- ❑ Who the people are to be notified
- ❑ Where to go in the case of an emergency
- ❑ How you will be able to recover your data
- ❑ How you will be able to restore your business back to working functionality
- ❑ Vendor Contact Information
- ❑ Testing prior to an emergency happening

Disaster Recovery - Phases

- ❑ Initial Response Phase - the period between the occurrence of the disaster and the formal disaster declaration
- ❑ Recovery Phase - the period between the start of recovery operations and the beginning of migration back to the restored or relocated facility
- ❑ Migration/Restoration Phase - the period during which IT operations and business functions are migrated from the recovery site back to the restored or relocated facility

Why is backing up important?

- ❑ Business necessity - Information is most valuable asset
- ❑ Data Destroyed by a Virus.
- ❑ Data Deleted by a Disgruntled employee.
- ❑ Data Deleted by a Hacker.
- ❑ Hardware Failure
- ❑ Natural Disaster

Layers of Backup Protection

- ❑ Tape Backup of Dynamic Data
- ❑ RAID levels on Disk Drives
- ❑ Imaging of Servers
- ❑ Creation of ERDs or ASRs for system recovery
- ❑ Replication of Data to Hot Site

Backup Considerations

- ❑ Store Tapes Offsite in a Secure Location
- ❑ Actively check what data is being backed up
- ❑ Decide What Rotation Method You Will Use as a Company
- ❑ Secure Tapes that are Not in Use
- ❑ Label Tapes to Identify for Restores
- ❑ Test Restores to verify accessibility and reliability of data

Possible Points of Failure

- ❑ Assigned backup person leaves company or goes on extended leave
- ❑ Tapes no longer holding data
- ❑ Leaving the same tape in drive and last data transfer was corrupt data
- ❑ Virus on backup media

Success and Failure Stories

- ❑ Agent server crashes with no backup for two years (not on our support)
- ❑ Agent server crashes at 2PM and is up and running with all data 8AM the next day

STG REGB Technical Support

- ❑ Our objective is to let our agents have their entire computer based needs be met by just one source
- ❑ To create a service for our agents at a reasonable cost
- ❑ Staff has been increased to handle these additional services, as well as still be of service to you with AIM for Windows, Title Search and additional title related products
- ❑ We consider your data a very important asset to your company, as we are sure you do as well. These added services will protect your investment in your company's data.
- ❑ "One-stop" place for all of your computer needs.

STG REGB Technical Support

- ❑ 8-6PM CT M-F Help Desk Support – 24 hour emergency support
- ❑ 24 hour guaranteed on site support for server emergency
- ❑ Emergency Server Availability
- ❑ Emergency Server Replacement
- ❑ Annual Site visit, including detailed system and security diagnostics and recommendations for future purchases
- ❑ Proactive Hardware Monitoring and Diagnostics
- ❑ Initial Consulting on systems
- ❑ Daily backup reviews
- ❑ Database integrity and data dump monitoring
- ❑ Hard Drive space checks
- ❑ Anti-Virus Monitoring
- ❑ Patch Management
- ❑ Remote Access Support
- ❑ Internet Connectivity
- ❑ Lightning Fax Support

Consultation Services

- ❑ Hardware, including servers, PCs, printers, networking infrastructure and additional peripherals.
- ❑ Software, including anything needed to provide the best solution for your escrow office or title plant needs.
- ❑ Firewalls and Internet Services, such as ISP, email and SPAM reduction services.

Interstar Lightning Fax

*Presented by Rhett Yankowski
Director of Agency Technology*

Lightning Fax Benefits

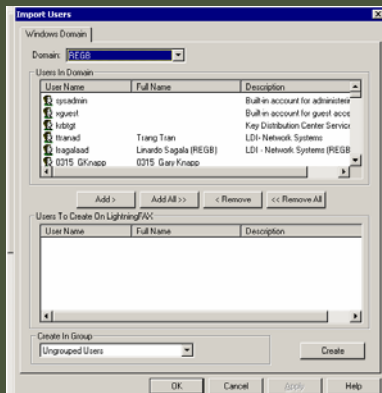
- **Unified messaging**
 - As part of a unified messaging system, LightningFAX® enables faxes to share a common inbox, along with email, data and voicemail, generating 25-40 minutes of additional productivity per employee per day.
- **Integrates seamlessly**
 - LightningFAX facilitates your business processes by easily integrating with existing applications and groupware tools, and using existing directories and phone books. It even works in perfect harmony with your network-ready Multifunction Devices (MFDs).
- **Saves money and increases ROI (Return on Investment).**
 - LightningFAX pays for itself within 3-6 months. By fax-enabling desktop users, it saves time, money and materials associated with traditional manual faxing. Organizations with multiple locations bypass approximately 40% of their long-distance tolls by harnessing the Least Cost Routing capabilities of LightningFAX.

Lightning Fax Manager

- Lightning Fax manager allows you to perform several Administrative tasks as well as review faxes that were sent and/or received

ID	From Name	To Name	Transmitted Time	Completed/Undelivered Time	Pages	Status	State
1	David Pappert	SLB	10:20:41 AM 10/23/08	10:20:41 AM 10/23/08	4/4	Sent	SLB
2	David Pappert	SLB	10:20:41 AM 10/23/08	10:20:41 AM 10/23/08	4/4	Sent	SLB
3	David Pappert	SLB	10:20:41 AM 10/23/08	10:20:41 AM 10/23/08	4/4	Sent	SLB
4	David Pappert	SLB	10:20:41 AM 10/23/08	10:20:41 AM 10/23/08	4/4	Sent	SLB
5	David Pappert	SLB	10:20:41 AM 10/23/08	10:20:41 AM 10/23/08	4/4	Sent	SLB
6	David Pappert	SLB	10:20:41 AM 10/23/08	10:20:41 AM 10/23/08	4/4	Sent	SLB
7	David Pappert	SLB	10:20:41 AM 10/23/08	10:20:41 AM 10/23/08	4/4	Sent	SLB
8	David Pappert	SLB	10:20:41 AM 10/23/08	10:20:41 AM 10/23/08	4/4	Sent	SLB
9	David Pappert	SLB	10:20:41 AM 10/23/08	10:20:41 AM 10/23/08	4/4	Sent	SLB
10	David Pappert	SLB	10:20:41 AM 10/23/08	10:20:41 AM 10/23/08	4/4	Sent	SLB

Ease of adding Users to Lightning Fax:



- You can import users from your domain accounts created in Active Directory
- You can also create Lightning Fax accounts not based on your Windows logon accounts

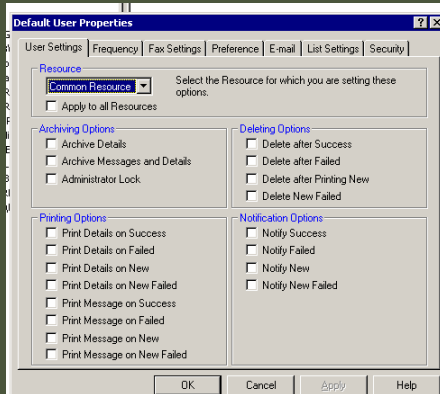
User Properties

- Information Tab – Has the user information that will appear on their faxes when wildcards are selected. This saves time of having to enter this information on your outgoing faxes

User Properties

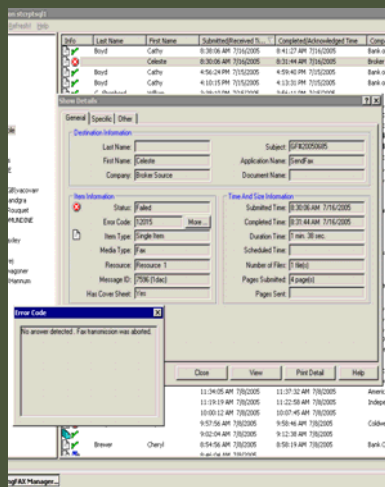
- One option is which Resource the DID line will be coming into (with multiple fax cards) and what number the user is associated with.
- The next option allows you to forward your faxes (especially useful if on vacation)
- You can also select automatic printing of your faxes and which printer you would like it to print to.
- Another important area of the User Properties is their Email settings. You must have this setup with the user's email to use the SMTP option which allows you to send faxes through your email.
- You also have the option for Sending Priority - used if you have Power users that faxes going out should be a priority for

Default User Settings



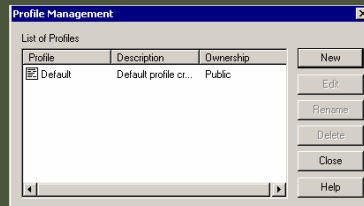
- ❑ Default User settings will be used for any new user
- ❑ Existing Users settings will not change when modifying this
- ❑ The settings that can be made are
 - User Settings
 - Frequency
 - Fax Settings
 - Preferences
 - E-mail
 - List Settings
 - Security

Ease of Troubleshooting Fax Problems

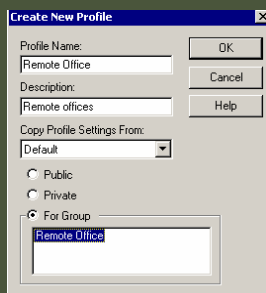


- ❑ Right click on the fax that did not go through and click show details
- ❑ You can easily determine if this was a user error (such as incorrect area code or wrong number)
- ❑ If looks like line was just busy, you can attempt selecting "Resubmit now" and see if it goes through on a second try

Profile Management



- Another useful tool is Profile management, located under Tools – Profile Management
- By grouping your users to an office, you can have the offices information auto-populate the users that are imported into that group



Web Site Offerings by Stewart

- Access to our Content Management System (CMS) which allows you to update and change information on your site with ease. Your sign up also includes 3 free hours of Design/Development/Training to be used in which ever way you choose.
- Domain name registration (the domain name is reserved for you for 2 years)
- Custom work done to forms, calculators, flash, content updates.
- Copy editing can be provided
- For technical support contact: support@stewartaffiliates.com
For development request contact: webmaster@stewartaffiliates.com
- Support Contact for any Stewart Related Website: <http://support.stewart.com>

Contact Information

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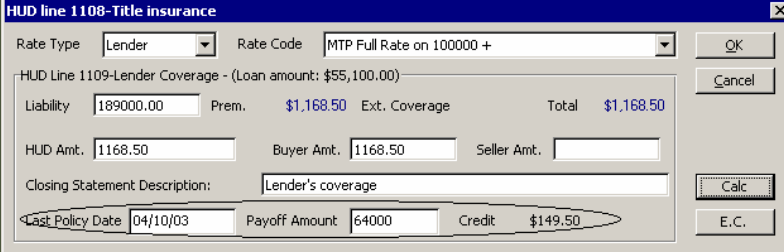
AIM for Windows

v5.5 Highlights

Presented by Ruby Gonzales

□ R-8 Credit Calculation

The R-8 Refinance Credit can now be calculated on the HUD within the same premium calculation screen.



The screenshot shows a software window titled "HUD line 1108-Title insurance". It contains several input fields and buttons. The "Rate Type" is set to "Lender" and the "Rate Code" is "MTP Full Rate on 100000 +". Below this, it says "HUD Line 1109-Lender Coverage - (Loan amount: \$55,100.00)". The "Liability" field is "189000.00", "Prem." is "\$1,168.50", "Ext. Coverage" is empty, and "Total" is "\$1,168.50". There are also fields for "HUD Amt.", "Buyer Amt.", and "Seller Amt.", all with "1168.50" entered. The "Closing Statement Description" is "Lender's coverage". At the bottom, "Last Policy Date" is "04/10/03", "Payoff Amount" is "64000", and "Credit" is "\$149.50". Buttons for "OK", "Cancel", "Calc", and "E.C." are visible on the right side.

□ Cancel Update

Ability to cancel an item in one step from the Disbursement Worksheet in the closing module and automatically update the File Ledger.

□ Guaranty Fee Utility

Eliminate the need to cut a check, deposit and reconcile each Guaranty Fee collected.

Electronically transfer fees to a holding account the utility electronically creates for each quarter within AFW.

- ❑ **Electronic Policy Inventory**

*No Hard Copy jackets to maintain
Electronic Inventory Reports*

- ❑ **Electronic Policy Reporting**

*Produce transmittal reports electronically
Ability to report policy information via the web
No hard copy policies or reports to send*

- ❑ **Additional 30+ minor updates and features included**

Contact Information

Region B Support Center
Service@regionbsupport.com
Phone #(888) 880-2658

“Archiving” Get paper in a digital format!

Presented by Don Bullard
Don.bullard@stewart.com

Common Issues

- ❑ One dilemma we face today is the vast amount of paper we produce and we are running out of places to put it.
- ❑ Closed files are one of the largest contributors to this growing issue resulting in the purchase or rental of costly storage locations.
- ❑ Disaster Recovery – What happens to valuable tract books or closed files in case of fire, flood, or even theft?

Benefits of Archiving

- ❑ Reduce costly storage locations
- ❑ Access scanned data quickly from your desktop instead of physically searching through storage buildings or file cabinets
- ❑ Recovery is now possible in case of disaster

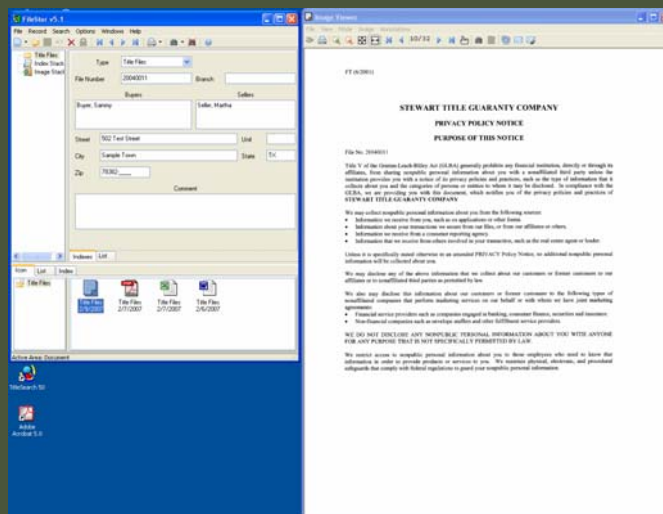
What hardware is required?

- ❑ Most offices have a multifunction device that has the ability to scan or that can have that functionality added.
- ❑ A scanner can be purchased and operated from a workstation. Depending on the needs of the office, a scanner with a large flatbed might be required if books are being scanned. For closed files, a simple ADF scanner will work well.
- ❑ Available disk space to house the scanned images. The cost of additional hard disk space is has dropped dramatically over the years. The average scanned closed file takes up 3MB to 5MB.

FileStor as your Document Management Solution

- Can be customized for your specific office needs
- Ability to retrieve files quickly and easily
- Stand alone application that can be integrated with Aim for Windows
- Specific pages or entire files can be printed, emailed, or faxed from within the application
- Works well for small offices and can handle extremely high volumes of data with ease

FileStor index and image



Procedural Rule P-32. Document Retention

- Pursuant to Article 9.34, Texas Insurance Code, evidence of insurability shall be preserved and retained in the files of the title insurance company, direct operation, or title insurance agent for a period of not less than fifteen (15) years after the policy or contract of title insurance has been issued. Hard copies must be retained for at least three (3) years, after which time electronically scanned documents may be retained in place of hard copies. All documents, data and information normally maintained in guaranty files must be kept as hard copies for three (3) years. Scanned documents should include signed settlement statements as well as title evidence. It is not necessary to retain escrow accounting documentation (disbursement sheets, invoices, check copies) after the initial three-year period. Hard copies or scanned copies of title insurance policies must be retained indefinitely.

Contact Information

Don Bullard
Title Plant Specialist
Don.bullard@stewart.com

Offshore Keying

Presented by Don Bullard
Title Plant Specialist
Don.bullard@stewart.com

Benefits of offshore keying

- ❑ 50% to 75% reduction in keying cost based on our sites currently using this method to key title plants
- ❑ Can be used to key your back plant very quickly
- ❑ Can be used to key go forward with an overnight turnaround time. One offshore keying location in particular keys data 24 hours a day
- ❑ Consistency

Consideration items for offshore keying

- ❑ Language Barrier
- ❑ Does the county clerk provide images on CD or will someone from your office have to scan them?
- ❑ Images must be sent to the offshore keying location so the index can be keyed. A high speed internet connection is desirable.
- ❑ Indexes and images will need to be downloaded from an FTP site. A high speed internet connection is desirable.
- ❑ You must have a method for getting the keyed data into your existing title plant software

Contact Information

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Thank you

- ❑ For Escrow Officer Credit - please email password and attendees names to ken.wrider@stewart.com for certificate
(Please do this as soon as possible. Certificates will not be produced after the start of our next webinar)
- ❑ For Attorney Credit -CLE course number 900028078
(Please email your bar card number to Ken if you would like us to add your attorney hours)

Next Texas TIPS Online
12-20-07 "Multicultural Marketing"

See www.StewartTexas.com for calendar and materials

- ❑ What topics would you like to hear next year? Email suggestions to Allison.James@stewart.com