



CUSTOMER SUCCESS STORY

Titan helps Central Park Law run its Law Practice on Salesforce



Streamlining Legal Services in Salesforce

Central Park Law is a single-attorney law practice in Holland, Michigan, run by Nathan Bocks, who was elected Mayor of the town in 2019.

He specializes in multiple aspects of Estate Planning, Real Estate, and Business Law providing tailored solutions to legal problems ranging from private individuals and small business owners to large commercial enterprises.



Central Park.Law

Industry

Law

Customer since

2020

Products

Web, Forms, Docs and Sign

Features

Pre-filled forms, Online Portal, Document Generation



Central Park Law Harnesses the Power of Salesforce

Nathan Bocks rolled out Salesforce to streamline client intake and onboarding with customizable web intake forms. However, he quickly found it difficult to easily track, manage, and store data that was pushed and pulled into Salesforce. Bocks needed to extend Salesforce Experience Cloud capabilities with a robust solution to streamline data collection and directly integrate with Salesforce. The solution had to support web forms where all related Salesforce data would automatically be updated.

Intelligent Solutions to Enhance Salesforce Capabilities

In order to solve Bocks' problem, Central Park Law implemented a fully-automated online solution with Titan.

Titan now provides Central Park Law with the latest technology and data security that helps transform client interaction.

Bocks now has no need for admin staff since data is gathered seamlessly with intelligent digital forms, and meetings are scheduled automatically.



Customer Interaction soars in collaboration with Titan and Salesforce



Robust and Reliable Salesforce Integration

Central Park Law has its tailored solution fully integrated into Salesforce, facilitating a seamless data transfer between the two applications.



Digitizing and Optimizing Workflows

Simplified complex document workflows with Titan Docs to provide clients with better customer experiences.



Removed Manual Processes

The law practice can automate manual processes and drive efficiency with Titan. Eliminated manual data entry and established new processes.



Conditional Logic

Branching logic helps make web forms easier to fill out by hiding questions that are not relevant to specific answers.



Reducing Costs and Saving Time

The Titan platform is reliable and robust, reducing paper costs, including printing, copying, and filing, saving time on admin tasks.