

Unpacking our Customer: AusDilaps



About AusDilaps

AusDilaps is a building inspection company operating in the civil engineering sector across Australia. Founded in 2010, it focuses on providing customers with the best dilapidation reports, equipment, and speedy turnaround times to support construction risk management practices.

The Challenge

AusDilaps assists multiple civil engineering tasks, such as dilapidation reports, document preparation, structural engineering, and more. For this reason, they had many administrative tasks to perform on a daily basis. As you can imagine, these tasks, linked to Salesforce, slowed the company's overall processes.



Industry

Civil Engineering

Customer since

2023

Products

Titan Docs

Features

Document Generation/
Process Automation



DilsAusDilaps Gets More Efficient with Titan

Like many businesses, AusDilaps stumbled into Titan. After they played around with our software, they found that, from a user experience and onboarding point of view, along with Titan Academy, the company could get up to speed quickly. So AusDilaps dived right in:

- They got 2 documents designed in Titan, and after a single year, they prepared over 2500 documents per month across their team of 20 employees.
- AusDilaps now has 10 to 15 document templates across five different departments running off Titan and generated documents.

Results from Integrating Titan with Salesforce

AusDilaps has worked with Titan for a year now. Check out the different types of document templates they have crafted with the help of Titan:



Follow-Up Letters

The Accounts team generates these types of documents to improve efficiency with resource-intensive processes.



Project Status Reports

These documents are used to provide clients with a comprehensive overview of the project status with a 90% reduction in production time.



Access Letters

These documents are generated hundreds of times per month. They save the need to manually enter unique address info for each letter.



Product Summary List

This is a spreadsheet of all products delivered to clients with cloud storage links and other important data, like inspection dates.



The Report Header Document

This special document has replaced the Adobe InDesign process. It is a heavily customized report up to 15 pages long.

What does AusDilaps say about Titan?



“We save 1000 hours a year with Titan!”



Rhys Morgan, General Manager at AusDilaps

