

Business And Rural Solutions Cuts Client Document Turnaround From Weeks To Minutes

 Industry: Nonprofit	 Customer Since: 2024	 Products: Enterprise Suite	 Features: Doc Gen, Web Forms, eSign. Flow
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COMPANY BACKGROUND

[Business and Rural Solutions](#) is a Queensland-based Australian nonprofit founded in 1999, delivering regional support programs for farmers, small business owners, and rural communities.

The organization operates five key programs spanning financial counseling, business wellness coaching, farm resilience planning, drought and natural disaster initiatives, and industry recovery support.

BUSINESS AND RURAL SOLUTIONS’ CHALLENGE

With 98% of work delivered through a frontline team, Business and Rural Solutions could not sustain inefficient processes.

Forms failed to display correctly across devices, a significant issue for rural clients responding from mobile in the field. Links had no expiry controls, documents were poorly formatted, and staff manually chased incomplete forms and surveys by phone and email.

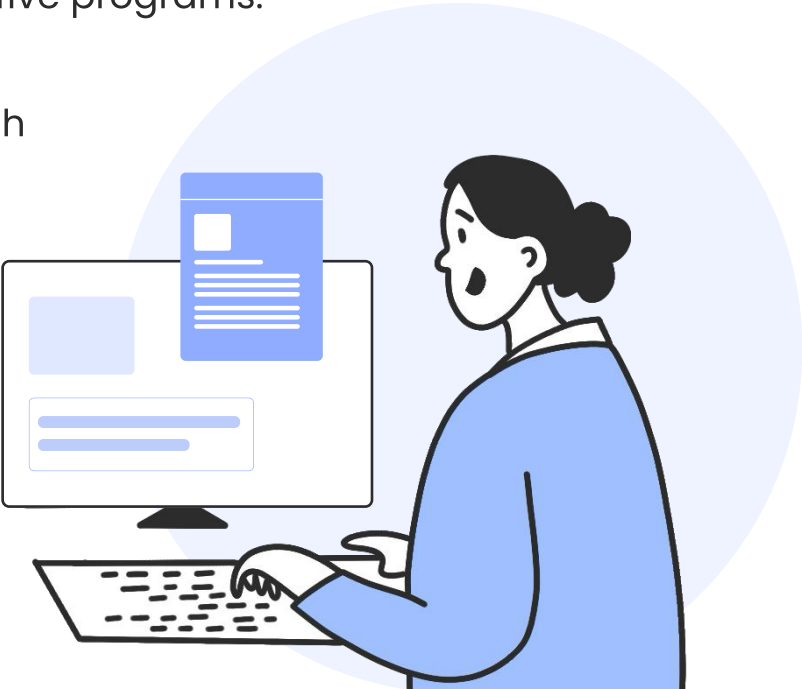
A lack of verification steps also allowed incorrect client information to enter Salesforce, creating ongoing data quality issues across all five programs.

TITAN’S SOLUTION

Business and Rural Solutions deployed **Titan Enterprise Studio** to replace its previous form solution and standardize client forms, signatures, and surveys across all five programs.

Staff send Titan-built engagement letters at the start of each client relationship, with clients signing electronically and updated information written directly to Salesforce.

Built-in verification steps require staff to confirm client details before any form is sent, and Titan automatically generates signed PDFs and distributes copies to both the client and the relevant team member.



KEY RESULTS

- ✓ **Client Forms Returned in Minutes:** Documents and surveys that previously took weeks to return now regularly come back within minutes of being sent..
- ✓ **More Time for Client Support:** Documents and surveys that previously took weeks to return now regularly come back within minutes of being sent.
- ✓ **Better Client Engagement:** Mobile-compatible forms allow farmers and rural business owners to review, sign, and submit documents while working in the field.
- ✓ **Improved Data Accuracy:** Participant data previously spread across multiple form tools and Salesforce is now consolidated into Salesforce through Titan.
- ✓ **1 Administrator Supporting 55 Staff:** Titan's flexibility allows a single administrator to manage forms and Salesforce processes for a team of 55 across five programs.
- ✓ **Built to Support Growth:** New programs, forms, and processes can be launched without additional development resources, giving the organization room to scale without increasing admin workload.

"Not-for-profits have to work doubly hard to make sure every dollar is used as effectively as possible, and tools like Titan allow us to be as efficient as we can, both in terms of resources and cost."

— Kerri-Anne Hebing, Programs Officer, Business and Rural Solutions