



BELFOR Builds Multilingual Salesforce Workflows Across Europe

 Industry: Disaster Recovery and Property Damage Restoration	 Customer Since: 2025	 Products: Enterprise Suite	 Features: Doc Gen, eSignatures, Forms, Automation
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COMPANY BACKGROUND

[BELFOR](#) is the largest disaster restoration company, helping customers recover after fires, floods, storms, and property loss events. The company provides services across industries, coordinating field work, insurers, approvals, documentation, and cross-border processes in multiple markets. For BELFOR, disaster recovery also includes helping customers return to normal as quickly and safely as possible.

BELFOR’S CHALLENGE

BELFOR needed market-specific requirements for 14+ different languages. Previous tools couldn’t manage multilingual templates, forms, and generated documents in Salesforce.

Documents lived in Word, while components were in Salesforce, so teams maintained one process in two places. Data passed through an intermediate service before returning to Salesforce, adding delays, failures, and QA cycles.

Editing documents required publishing to check outputs. Without document tracking, BELFOR had limited control over testing and governance. When issues occurred, the team had limited confidence that requirements could be supported.

TITAN’S SOLUTION

BELFOR implemented Titan to support Salesforce experiences across European markets.

With Titan Document Studio, BELFOR generates documents from Salesforce records that can be completed with remote eSignatures.

BELFOR uses Titan Experience Studio to build forms and checklists. Field technicians complete these forms on-site, with data synced to Salesforce. Mobile forms support damage-site photo capture, image annotation, and attachments within the workflow.

Internally, Titan gives BELFOR document management functionality.



KEY RESULTS

- ✓ **Document Cycles Reduced from Days to Hours:** Offers, orders, invoices, and work authorizations that previously required days of back-and-forth can now be completed in hours, helping field teams move work forward faster.
- ✓ **5 Markets Live and Scaling:** BELFOR's Titan setup is live in France, Austria, the Netherlands, Poland, and Sweden, with plans to expand across Europe by 2027.
- ✓ **Built for 5,000+ Users:** Today, 1,600 users work with these documents, forms, and field checklists across BELFOR's live markets. Once fully rolled out, BELFOR expects to support more than 5,000 users across Europe.
- ✓ **Multilingual Solutions from One Salesforce Org:** BELFOR currently runs documents and forms in 5+ markets, with a goal to support 14+ languages from one Salesforce org.
- ✓ **More Control Internally:** Market teams and operational users can maintain simpler items, such as checklists, without depending on IT specialists for every update.
- ✓ **Mobile-Friendly Field Documentation:** Field technicians can complete inspection documentation from mobile phones and tablets, including forms, photos, annotations, and supporting files.
- ✓ **Safer Releases:** Preview, version control, change history, and rollback help teams test changes before release and reduce repetitive publish-and-test cycles.
- ✓ **Faster Onboarding:** BELFOR found it significantly easier and faster to onboard markets and employees onto Titan than with its previous tool.

"From pre-sales to post-sales, Titan has listened to every requirement, issue, and suggestion. I don't regret, even for a moment, choosing Titan for Salesforce. It has become an operational backbone for document execution at BELFOR, alongside Salesforce, and there's really no match for what it offers." – Robbine Thomas, Head of Salesforce for Europe & APAC at BELFOR.