



55% Software Cost Savings For RCPA

 **Industry:**
Logistics

 **Customer Since:**
2025

 **Products:**
Enterprise Suite

 **Features:**
Forms, Portals, Docs, eSign, Automation

COMPANY BACKGROUND

[RCPA](#) supports operators across last-mile logistics, over-the-road delivery, fleet leasing, brokerage, consulting, and business services. Its customer base includes FedEx contractors with an offering centered on a Fuel Card program.

Over the last 15 years, RCPA has expanded into adjacent industries, including home services, construction, landscaping, and non-emergency medical services. Today, RCPA supports thousands of businesses across the U.S.

RCPA'S CHALLENGE

RCPA's operations relied on difficult-to-maintain tools, and updates didn't flow cleanly into Salesforce.

One example was RCPA's onboarding and credit application process. Businesses completed admin, while RCPA managed applications. When information changed mid-application, time was spent fixing records and following up. Some applications required signatures, and others internal approval. Managing those signature paths was hard to control.

RCPA also needed to collect sensitive documents. Email and text weren't appropriate for uploads, especially while preparing for SOC 2 audits.

TITAN'S SOLUTION

RCPA used Titan Enterprise Suite to build a credit application portal for Salesforce.

Customers verify their identity, enter the portal, and complete credit applications. For existing customers, Salesforce data is pre-filled into forms, reducing entries and speeding up the application. Documents are also collected, giving RCPA a way to gather sensitive information.



After submission, Titan routes applications for eSignature to business owners and internal approvers. Data, documents, signature statuses, and next steps all sync with Salesforce.

KEY RESULTS

- ✓ **55% Software Cost Savings:** Titan helped RCPA reduce software costs by 55% compared to its previous setup for Salesforce-connected forms, signatures, uploads, and integrations.
- ✓ **Self-Service Credit Applications:** Customers complete credit applications through a secure portal, with data captured into Salesforce. This gives RCPA cleaner applications with less manual correction.
- ✓ **Proactive Application Follow-Up:** RCPA can see when a customer starts an application but does not finish it. The team can follow up at the right time and keep applications moving.
- ✓ **Secure Document Collection:** Customers access the portal with SmartV two-factor authentication, then submit banking details, driver's licenses, and identification documents through controlled file uploads instead of email or text.
- ✓ **Faster Compliance Review:** The Compliance team receives required documents more quickly and consistently, reducing the time spent chasing missing files.
- ✓ **Multi-Signer Approval Paths:** Titan supports RCPA's signing process across multiple business owners and internal approvers, including CFO review.
- ✓ **Stronger SOC 2 Preparation:** Titan gave RCPA a more controlled process for collecting sensitive documents as the organization prepared for SOC 2 audits.

"Titan is just so much more robust than any other program that we've used in conjunction with Salesforce. Once it's set up, it runs with Salesforce. Titan just works!" – Amanda D., Director of Technology at RCPA