2,000+ Service Agreements A Year In Sight For The Down Under Centre

Industry: Immigration

Customer Since: 2022

Products: Document Studio

Features: eSign, Doc Gen, CLM, Automation

COMPANY BACKGROUND

The Down Under Centre is a migration agency helping professionals, Australian partners, and families move to Australia. Its services cover skilled, employer-sponsored, partner, child, and parent visas, alongside skills assessments and employment support. The company also provides relocation assistance, including home searches and guidance tailored to each client's destination state.

THE DOWN UNDER CENTRE'S CHALLENGE

Salesforce is central to operations at The Down Under Centre, storing client data and tracking migration journeys. The company needed document generation and eSignature software to issue regulated service agreements before processing visa applications.

Existing tools were considered too complex, expensive, or poorly suited. The ideal solution also needed flexible document customization, APIs, and adaptable workflows to accommodate different visa services and fluctuating monthly document volumes over time.

TITAN'S SOLUTION

Titan Document Studio helps generate and issue service agreements from Salesforce. The process starts in Word, where the team creates templates for different service agreements.

Once an agreement is generated from Salesforce, it is sent to the client to sign. The workflow then sends it to the registered migration agent to sign. Once both parties have signed, the agreement is stored in Salesforce and emailed to the client.

The Down Under Centre uses document generation across a range of migration services.



KEY RESULTS

- **2,000+ Service Agreements a Year in Sight:** The team uses Titan to generate customized immigration documents at changing monthly volumes. In one week alone, it sent 40 service agreements from Salesforce. If that pace were sustained, it would equal over 2k agreements per year.

- **Instant to 3-Day Contract Cycles:** Clients can eSign visa service agreements immediately or within three days, depending on the applicant, keeping a regulated agreement process moving quickly.

- **9+ Agreements Active Every Day:** The team typically has nine service agreements in progress each day, excluding agreements already signed or sent earlier. This supports Migration Agency Document Management across multiple active visa applications.

- **Reminder-Driven Follow-Ups:** Salesforce reports help the team track outstanding agreements. If a client has received multiple reminders and still has not signed, the team can follow up directly, answer questions, and keep applications moving.

> *"Titan takes a formal process and makes it quick and easy. It works really well with The Down Under Centre, and honestly, I do not know where we would be without Titan." - Ayla Orejudos, UK Operations Coordinator at The Down Under Centre.*