

# DESKTOP AND CLOUD SOLUTIONS FOR TITLE PROFESSIONALS



TitleE<sup>®</sup>xpress

H O S T E D   S O L U T I O N S

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## Why Use a Hosted Solution?

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*Reduce IT-related risks and costs, while improving the quality of your services.*

SMS Hosted Solutions provide secure, reliable access to your desktop applications and data from anywhere you have an Internet connection. It gives you all the functionality of area network technologies but without the infrastructure purchase and maintenance costs.

SMS will host your title or back office application so you can focus on your customer's needs faster and better while providing a more streamlined delivery of products and services.

### **COST SAVINGS**

Benefit from reduced downtime and IT overhead costs. Replace network-related uncertainty and capital investment with a fixed monthly fee.

### **SCALABILITY**

Quickly increase your computing capacity. Additional employees and offices are up and running without adding additional servers, increased data storage capacity, or complex wide-area network set up.

### **DATA PROTECTION**

Stop worrying about losing data when in-house backups do not run properly. Our secure data centers and backup procedures utilize industry-standard best practices.

### **SECURITY**

Relax knowing your company information and data is secure. Our service includes firewalls for protection against intruders, viruses, and spyware. We use state-of-the-art encryption for all communication between Hosted Solutions and your local workstations.

### **PRINTERS**

Printers must be Microsoft-supported in a terminal server environment. While most printers are supported, it is best to confirm with SMS before purchasing a new printer to verify that it will work.

### **SCANNERS**

Scanners must be TWAIN-compatible and require a third-party utility to allow direct scanning from your local workstation to the Hosted Solutions server. If the third-party utility is not certified, it must go through a certification process (additional fees apply for certification). [RemoteScan for Terminal Services](http://remotescan.com) (<http://remotescan.com>) is a recommended utility.

## Frequently Asked Questions

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*Get all the facts to make an informed decision.*

- **What is included on my Hosted Solutions desktop?**

The Standard Desktop includes the TitleExpress suite of software products, Microsoft Office Suite, Adobe® Reader, and Internet Explorer.

- **I already have Microsoft Office installed on my local workstation. Can I use that in Hosted Solutions?**

No. Microsoft Office is included in the setup of the Hosted Solutions.

- **If my data is not being stored in my office, where is it?**

Your applications and data reside in a state-of-the-art data center. It is manned 24-hours a day and access is available only to authorized users.

- **Who actually owns the applications and data?**

We license your applications to you. Therefore, you own all data related to those licenses. SMS owns the software you need to connect to Hosted Solutions.

- **How do you back up my data?**

We back up and verify your data using industry best practices on a regularly scheduled basis.

- **What should I do if I lose Internet connectivity in my office?**

We advise that you have a backup Internet connection or wireless broadband card in your office to use until your broadband connection is restored. A better alternative is to move to another location with Internet connectivity, such as your home.

- **What guarantees are there that I will always have access to my applications and data?**

It is impossible to create an absolute guarantee against occasional technical failure. However, the Hosted Solutions infrastructure has more layers of system redundancy than most typical business environments.

- **Can I still run local applications?**

Yes. You can switch back and forth between your local workstation and Hosted Solutions.

- **Can I access files on my local workstation from Hosted Solution?**

Yes. When you connect to Hosted Solutions, you have the option to connect your local drives. Listed in Hosted Solutions under **My Computer**, these start with your local workstation's computer name.

- **Who is responsible for updating my applications?**

SMS is responsible for updating your TitleExpress suite of software products. For other application updates, we will work with your software vendors to complete the updates (additional fees may apply).

- **Who is responsible for maintaining my local workstations?**

Your local IT technician maintains your existing local area network and workstations.

- **Can I access my email in Hosted Solutions?**

Yes. You can configure your desktop to access your existing email account through Outlook.

- **Will my printer work in Hosted Solutions?**

Printers must be Microsoft-supported in a terminal server environment.

- **What do I need to use ScanExpress in Hosted Solutions?**

You must purchase a third-party utility that allows locally scanned images to transfer to a terminal server session and have a scanner supported by the third-party utility. [RemoteScan for Terminal Services](http://remotescan.com) (<http://remotescan.com>) is a recommended utility.

- **What operating system do I need on my local workstation to connect to Hosted Solutions?**

Any operating system that provides access to an Internet and RDP connection work. Approved operating systems include most Microsoft Windows. See TitleExpress System Requirements for details.

- **How secure is my data?**

Your connection to Hosted Solutions is encrypted using 128-bit encryption.

- **How much bandwidth do I actually need?**

Bandwidth needs are determined by the number of users and their patterns of use. We recommend a standard business class connection for optimal performance.

- **Can I listen to Internet radio or watch Internet video on my local workstation while in Hosted Solutions?**

No. Streaming audio or video degrade Internet speed and negatively affect your performance in Hosted Solutions.

- **What happens if I want to add a new application?**

Products integrated with TitleExpress can be added to your Hosted Solutions desktop. Please contact SMS Customer Support to request additional information.

- **Can I use Loan Document Viewers in Hosted Solutions?**

No. Loan Document Viewers, such as SwiftView and DocMagic are not supported in either Desktop. You must view loan documents on your local workstation.

- **Can I use an instant messenger program in Hosted Solutions?**

No. We recommend installing Messaging applications on your local workstation.

## System Requirements

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### *A stable environment is essential.*

Following are the system requirements for your office:

- Printers must be supported by Microsoft in the terminal server environment. Contact SMS Customer Support for a list of supported printers.
- A synchronous broadband connection, Business Class (always on) is recommended.
- Local workstations must have an operating system that provides access to an Internet and RDP connection, such as Microsoft Windows. For hardware requirements other than memory (RAM), refer to the operating system manufacturer.
- Note: Microsoft Windows workstations must have Windows Pro 7, 8 or 10 operating systems with the latest service packs installed; RDP 7.0 or later; and Microsoft .NET Framework 4.7.
- Local workstations must have at least 2 GB of RAM.

## SMS Customer Support

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Our Support Analysts are ready to address your software service requests. Your Software Services Subscription includes technical support during regular support hours—unlimited calls, program updates and maintenance releases, annually updated IRS 1099-S reporting modules, and frequently updated Help Files and User Guides. The standard subscription covers a 12-month period.

### CUSTOMER SUPPORT HOURS OF OPERATION

You can reach a Support Representative by chat, phone, or email 8:00 a.m. – 8:30 p.m. ET.

Customer Support Phone	800-767-7831
Customer Support Email	<a href="mailto:TESupport@SMSCorp.com">TESupport@SMSCorp.com</a>

## About SMS and TitleExpress

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From title and closing production systems to trust accounting, SMS delivers solutions that span the entire real estate closing process—seamlessly integrating front office tasks with back office processes to make your life easier and your business stronger.

We understand that the title and settlement arena is always in motion, and the regulatory environment is constantly changing. That is why we offer more best practice solutions than any other provider. Nothing is more important to title and settlement professionals than having someone on their side—an expert team with extensive experience, the strength to help, and targeted products and services to help them make the most from each and every transaction with SMS.

## Getting Started

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*To request a quote, please call 714-250-7100 or email us at [sales@smscorp.com](mailto:sales@smscorp.com). After asking a few brief questions, we will propose a solution to meet your needs. We hope to welcome you soon as a new TitleExpress customer!*