

Helping Hoppis Real Estate recover lost data and peace of mind.

The Customer

Hoppis Real Estate, a franchise of Bellingham, Washington real estate brokerage The Muljat Group, is an upscale boutique office that relies primarily on referrals for business.

The Situation

In early 2009, the company moved into a newly constructed prime location office space. Joe Hoppis, president of Hoppis Real Estate, had installed his company's computer equipment in the new space, while final construction was being completed. Unfortunately, after work hours, one of the construction workers stole all of Hoppis' computers and the back-up external hard drive as well.

While customer personal information was stored on a Microsoft® Exchange site, the historical data, price points and other transactional information Hoppis needed were stored on the stolen computers.

Hoppis Real Estate's business model is based on giving customers the utmost in personal service, so not having access to customer data was potentially devastating and left Hoppis and his staff unable to provide assistance to previous customers on closed transactions. Since Hoppis Real Estate relies heavily on referral business, having access to customer databases is critical. Mr. Hoppis was preparing to have his assistant haul all of the hard copy files out of storage and begin rebuilding their database when he received a call from the local Stewart Title representative, Tim Cornwell – president of the Bellingham, Washington office.

The Stewart Solution

Mr. Hoppis shared details of his recent misfortune with Tim who immediately knew he would be able to help Mr. Hoppis. Tim explained that Stewart conducts transactions using the SureClose® online transaction management system. This meant that the historical data could be accessed for every transaction Hoppis had closed with Stewart Title.

The Results

Hoppis recovered approximately 95% of the data that had been lost, and his office now uses SureClose on all transactions performed with Stewart to provide an even higher level of service to their customers.

If you'd like to learn more about Stewart's SureClose technology and why Stewart is the right title company for you, contact us today.



“I had been told about SureClose, and I thought it was some marketing thing, but it really saved our office when it counted most.”

Joe Hoppis
President of Hoppis Real Estate