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25 Years and Counting, What a Wonderful Ride

2018 marks Titan's 25th anniversary and we just wanted to say thank you to those that have made it all possible, our clients! Without you and your trust in us, none of this would be possible. Looking back over the past 25 years, a lot has changed in the industry and yet a lot has remained the same. While cameras have gotten smaller and more powerful and the internet has opened new doors unthinkable in 1993, there still is no substitution for hard work and good customer service.

From the beginning, we have made it our mission to develop the skills necessary to

advance the profession and dispel many of the myths commonly associated with private investigators. We aptly named it the "Intellectual Approach to Investigations." We have always sought to understand the behavioral patterns of individuals so that the investigation into fraudulent claims could be taken to a whole new level. We have thrived on listening to our clients, learning their needs, and finding ways to fulfill these needs in the most efficient and cost-effective ways possible.

Over the past 25 years, we have tried to work harder and smarter than our competition to stay one step ahead. By

becoming one of the first private detective agencies to require that all staff successfully complete HIPAA compliance training we leaped ahead of the curve. By streamlining the investigative process by allowing complete, web-based client control and access to all aspects of the referral from start to finish, we made the managing of referrals easier. Our goal is a simple one, making our clients look good. It wasn't too long ago that a valued client of ours thanked us after we completed an assignment. When we thanked HIM, he said, "no, it is you that makes me look good!" There could be no better compliment. Having said that, thank you for coming along for the ride and making it all possible.

A Salute to Those That Helped Make it All Possible

There are many versions of the popular saying that goes something like this, "you are only as good as your last case." At Titan, we take it one step further acknowledging that you are only as good as your team members. You may have

noticed that we didn't say "employees." This was done intentionally as at Titan, we refer to them as team members. Whether it be the field investigators, the investigative analysts, the report and video editors, the marketers, the supervisors, or

the executives, it is that team approach makes everyone feel valued and important.

We have all worked for people or organizations that have made us question our worth or career paths. At Titan, we have always tried to take the



A team is more than just a collection of people. A team is mutually committed to their goals and to each other.

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A Salute to Those That Helped (Continued)

team approach to solve problems and brainstorm new and creative ways to operate. Each and every team member has an important job to do and when everyone feels that they are a valuable part of the team, the job gets done efficiently and effectively. While turnover can be quite high in this line of work, overall we have relatively low turnover. As a way to

encourage teamwork, team monthly goals are set as opposed to individual monthly goals. Incentives are also tied to team goals. The only exceptions to this rule are the Investigator of the Month and Year Awards. Although these are technically individual goals, it is not uncommon for the investigators to congratulate each other and to ask for advice on how to improve their own scores.

Several investigators have shared their wisdom and techniques with each other and have even held impromptu brainstorming sessions in the office. These things do not go unnoticed. Everyone understands that our team members are the lifeblood of our agency and without such hardworking, reliable, and honest individuals, we would not be as successful as we are. Thank you for being you!!!

Team Titan: Titan Company News

Welcome Aboard

Titan would like to take this time to welcome aboard the following new hires in the first half of 2018.

Stanley W. Miller
Ruther Glen, Virginia

Timothy J. Pompey
Bridgeport, Connecticut

Sunny J. Reed
Reisterstown, Maryland

Welcome Aboard (Continued)

Jessica E. Smock
Conroe, Texas

Jason P. Tyeryar
Pasadena, Maryland

Scott A. Yates
Atlanta, Georgia

Investigators of the Month

Titan would like to congratulate the following investigators for their recent Investigator of the Month Awards:

January/February
David T. Adams
Medford, New Jersey

March/April/June
Greg D. Jakovics
Pasadena, Maryland

2017 Investigator of the Year Award

Titan would like to congratulate **Greg D. Jakovics** of Pasadena, Maryland, for winning the 2017 Investigator of the Year Award. Greg won the overall award with an end of year video percentage of 72% while averaging over 36 minutes of Claimant video per day. It should be noted that Greg won his second consecutive

Investigator of the Year Award and his third in the past four years

Coming in second place was **Rick K. McAuliffe** of Norristown, Pennsylvania. Rick ended the year with a video percentage of 63% while averaging over 27 minutes of Claimant video per day.

Finishing in third place was **David T. Adams** of Medford, New Jersey. David ended the year with a video percentage of 69% while averaging over 16 minutes of video per day.

Congratulation to all winners from everyone at Team Titan!