

TLOxp Customer Case Study Copy - 59410

One might assume that current digital trends make it easy to track and follow someone. In reality, this isn't quite true. Detectives and private investigators often face a complicated web of data, which sometimes obfuscates investigations rather than clarifying them.

That's where TransUnion's TLOxp comes in. This innovative search tool does more than pull data. It allows private investigators, detectives, bail agents, and process servers to thoroughly analyze people's locations, assets, connections, and financial activity — resulting in a comprehensive profile that can crack cold cases and improve investigators' efficiency.

Let's see how one customer, John, made excellent use of this powerful tool.

Classic Search Tools Fell Short

Before starting to use TLOxp, John relied on several databases, but they were always very limited. He had to bring together different findings to find people, and ultimately, none of the tools were very effective on their own. Then, his friend founded TLO, and invited him to participate in the beta. John was instantly convinced of TLOxp's potential.

The Benefits of TLOxp

Now, he's a devoted advocate for TLOxp, which he considers the platinum platform for the best legal investigations. Over the long run, he says, it's much more efficient and effective to use this tool, compared to bringing together different data and insights.

Among John's favorite features of TLOxp is that he can quickly pull up a fact sheet in an expanded person search. This is incredibly valuable because it saves him a lot of legwork. He says it's great for large searches for phone numbers, email addresses, and other information. Plus, it helps keep the cost of the investigation low.

TLOxp also includes low-cost social media search, which is helpful for finding people who are going by aliases or who don't have many public records. The tool allows John to track their activities and compare data to their overall profile, e.g. employment, relationships, etc. All searches have been tested, so John knows he can trust results.

As John has tested the platform since its early days, he's quite familiar with its development. He notes that it is highly responsive to customer complaints and suggestions, which helps it continue to improve.

How TLOxp Has Helped

John appreciates that the platform is highly responsive even if he has only a few details to enter. The overall amount and diversity of information are also impressive, he says. He is able to build a highly accurate, comprehensive profile of his targets, which reduces the investigation time and prevents false identification.

Plus, he says that the platform has done a good job of minimizing problems and providing a user-friendly experience. As someone who doesn't have time to fuss around, he appreciates TLOxp's commitment to usability and overall excellence. The customer service team and training opportunities have helped him get the most out of the platform.

Real-Life Miracles Through TLOxp

One of John's most memorable client was looking to find his brother who had deserted the Marines. The brother had gone AWOL over seas, so the client had no idea if he was dead or alive. He filed a missing person case, but none of the military investigators had any luck. When John picked up the case, he began his usual processes and found himself constantly running into deadness. He tried many databases, but nothing came to light. He was forced to put the case down for a few months.

Then, John encountered TLOxp. He decided to dust off the cold case and resume the search. He ran the missing person's SSN in TLOxp. Suddenly, there was a new lead. It wasn't long before John was able to follow the breadcrumbs.

Years after the disappearance, John finally found the client's brother, living in prison under a different name and social security number. He had changed names and SSNs many times through the years, so many as to be nearly untraceable — until John used TLOxp. Thanks to this innovative platform, John was able to reunite his client with his brother — and John's faith in TLOxp was now unshakeable.