



TLOxp

SUCCESS

STORIES



Thanks to the TLOxp® online application, my firm has been able to reduce that amount of time and costs in our case investigations.

The easy to use application along with the timeliness and depth of subject information, has provided a worthwhile return on our investment.



- **John M. Lajoie, CLI** | Lajoie Investigations, Inc. | West Boylston, MA

A lot of people assume that current digital trends make it easy to track and follow someone. As a legal investigator or PI, you know this isn't always true. Legal 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, legal investigators, 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 (as all PI's do), but they were always very limited. Ultimately, all of these tools weren't proving effective in the case he was working on. When TLOxp® was created, John was invited to participate in the beta trials. John quickly saw TLOxp's potential.

THE BENEFITS OF TLOxp

Among John's favorite TLOxp® features 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 a 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 has allowed John to track their activities and compare data to their overall profile, such as 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 also told us that he has been impressed with the quick responsiveness to customer complaints and suggestions by our team so the platform can 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.

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 the most efficient and effective tool in his PI toolbox for data and other insights.

Real-Life Miracles Through TLOxp®

One of John's most memorable clients was looking to find his brother who had deserted the the military. The brother had gone AWOL overseas, 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 dead ends. He tried many databases, but nothing came to light. He was forced to put the case down for a few months.

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.

TLOxp®: The Answer You've Been Looking For

While many investigators use several databases in their searches, wouldn't it be fantastic to have only one invaluable tool that you know will be there when you need it the most? TLOxp® is that platform!

John's story is one of the thousands of successful investigations that we've been able to be a part of and help investigators, like you, solve cases with robust and timely information.

Are you interested in learning more? We'd love to talk with you. Contact TransUnion today to receive more information!