



CASE STUDY

TLOxp Success Stories

“Thanks to the TLOxp online application, my firm has been able to reduce the amount of time [spent] and costs in our case investigations. The easy-to-use application, along with its timeliness and depth of subject information, provided a worthwhile return on our investment.”

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

Legal and private investigators often face a complicated web of data — which sometimes obfuscates investigations rather than clarifies them.

That’s where TLOxp[®], part of TransUnion’s TruLookup[™] product line, 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, employment, and public records — resulting in a robust profile that can crack cold cases and improve investigators’ efficiencies.

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

CLASSIC SEARCH TOOLS FELL SHORT

Before starting to use TLOxp, Lajoie relied on several databases (as many PIs do), but they were very limited. Ultimately, all of these tools weren’t proving effective in the case he was working on. When TLOxp was created, Lajoie was invited to participate in the beta trials. He quickly saw TLOxp’s potential.

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's able to build highly precise, robust and actionable profiles of his targets, which reduces investigation time and prevents false identification.

Plus, he says 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 TransUnion'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.

THE BENEFITS OF TLOXP

Among John's favorite TLOxp features is 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 at a minimum.

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 profiles (e.g., employment, relationships, etc.). All searches have been tested, so John knows he can trust the results.

As John has tested the platform since its early days, he's quite familiar with its development. He was impressed with how highly responsive TransUnion is to suggestions as it works to continually improve the platform.

TLOXP: THE ANSWER YOU'VE BEEN LOOKING FOR

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

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

Real-Life Miracles Through TLOxp

One of John's most memorable clients was looking to find his brother who had deserted the Marines. 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.

When he dusted off the cold case and resume the search, Lajoie ran the missing person's Social Security number 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.

Learn more at:

transunion.com/trulookup

