

Customer Story

LOCATION: ILLINOIS

Modernizing a Legacy: How a 76-Year Old Funeral Home Transformed with Tribute Management Software

Summary & Snapshot

A third-generation funeral home with over 76 years in business modernized its operations by switching to Tribute Management Software (TMS). Facing outdated systems, manual workflows, and the growing need to serve families remotely, the firm needed a more efficient, integrated solution.

By implementing TMS, they were able to streamline case management, enable fast and simple e-signatures, and eliminate duplicate data entry through a single-entry workflow that syncs across systems. The result was improved team communication, reduced administrative effort, and a better experience for families—especially those arranging services from out of town.

Location: Illinois	Business: Funeral home + crematory + pet crematory (on site)	Years in business: 76 years	Primary need: Modern, up-to-date case management with e-sign and better integrations
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CHALLENGE

The firm's previous software felt dated and required too many steps for everyday workflows. The team needed a modern system that could reduce duplicate work and keep cases moving—especially when families were spread across the country.

"Its language seemed a little bit old. It needed updated... and it just wasn't doing everything we needed."

What they were looking for



Send core forms electronically for **easy e-signature** (without rescanning or using separate tools)



Seamless integrations with existing partners and their Tribute website



A system that's **easy for staff to adopt** without disrupting day-to-day operations



A single place to manage case information and internal communication



TRIBUTE
MANAGEMENT
SOFTWARE

SOLUTION

After evaluating options, the firm chose TMS—already available through their existing Tribute relationship. TMS helped consolidate workflows so staff could create, manage, and progress cases in one place

With your program, it's just click of a button... the forms... are out to the family.

Implementation & onboarding

Even with the anxiety that often comes with changing software, the team described onboarding as smooth and well-supported. They emphasized the training quality and the ability to migrate historical data and scanned documents from the prior system.

"I was nervous... but you and your staff made everything go flawlessly... The training was terrific."

RESULTS

- ✓ **Faster, simpler e-sign** for families who can't be onsite (including older users signing on phones)
- ✓ **Less duplicate entry** with 'single entry' data flowing to the website and partners
- ✓ **Streamlined internal collaboration** with case notes replacing back-and-forth emails/texts
- ✓ **Better connected operations** through stronger syncing than prior software and reduced logins

"We're entering everything into TMS, and it's going out to the websites... going out to our other partners... with one area at one time... It saves us a lot of time."

WHY IT MATTERED

With limited staff and increasing caseload, the team wanted fewer steps, fewer logins, and fewer handoffs. TMS helped them reduce friction while serving families who are often out of town or geographically dispersed.

Want to see how Tribute Management Software could fit your workflow?

Explore the full customer journey on our website and request a walkthrough to see how TMS can reduce duplicate entry, support e-sign, and help your team manage every case from one place.

[CONTACT US](#)

