



TRINITY
REAL ESTATE FINANCE, INC.

Focused on Financing: How One Mortgage Banking Firm Found Its True IT Ally

When technology issues pulled attention from commercial mortgage banking, Trinity Real Estate Finance found personal, responsive support that kept its team productive and focused.



**80% Same-Day
Ticket Resolution**



**13+ Years of Proven
Industry Experience**



**20-Minute Human
Response Time**



**97.4% Customer Satisfaction
Rating**

Executive Summary

Trinity Real Estate Finance needed dependable IT support that would keep its team focused on commercial mortgage banking. Since partnering with 7tech, the firm has received consistent, prompt help when technology issues arise. The personal service gives employees direct access to responsive people who address problems directly, helping the team remain productive, serve clients, and concentrate on its core business as the company continues to grow.

About the Client

Trinity Real Estate Finance is a Texas-based commercial mortgage banking company headquartered in San Antonio, with an office in Austin. The firm originates and services mortgage loans for income-producing real estate, including office, multifamily, industrial, retail, hotel, and self-storage properties, with a primary focus on Texas investors and developers.

The Challenge

As Trinity Real Estate Finance grew, its team needed to focus on commercial mortgage banking rather than lose time to technology problems. The firm needed dependable support that responded promptly, limited disruption, and provided the personal attention often missing from overly automated service experiences.

- Technology issues could interrupt daily work and pull employees away from clients, transactions, and core priorities.
- The firm needed prompt, dependable help whenever something went wrong so employees could return to productive work.
- Leadership valued personal attention from accessible people who communicated clearly and addressed issues directly.



In a world of automation and indifference toward the customer, Neal and the staff of 7tech are the opposite. They are helpful, personal, and always available to deal with any issue personally.

Kirk Oden, Trinity Real Estate Finance

The Solution

7tech provided Trinity Real Estate Finance with consistent managed IT support and prompt assistance whenever technology issues arose. The team delivered personal service instead of an impersonal support experience, giving employees direct access to knowledgeable people who could address problems and communicate clearly. With dependable help available, the firm could spend less time managing routine IT concerns and more time serving clients, supporting transactions, and staying focused on commercial mortgage banking with fewer distractions.

The Results

Trinity Real Estate Finance gained a more consistent, responsive, and personal IT support experience. When something went wrong, the team could rely on 7tech for prompt help from people prepared to address the issue directly. That dependable assistance helped employees remain productive and keep their attention on commercial mortgage banking rather than spending unnecessary time managing technology problems. The relationship also gave the firm confidence that accessible support was available when needed, creating an experience built on responsiveness, personal attention, trust, and continuity in its daily work.

Key Takeaways

Responsive IT support helps growing businesses protect productivity and focus. Trinity Real Estate Finance valued 7tech's consistency, prompt service, and personal attention, showing how support helps teams spend less time on IT issues and more time serving clients.

Services Provided

7tech provided ongoing managed IT support, responsive troubleshooting, and direct assistance when technology issues occurred. Employees had personal access to knowledgeable staff who could address problems, communicate clearly, and help them return their attention to daily work. Together, these services supported productivity and gave the firm a dependable resource for day-to-day IT support as needed.

Final Thoughts

For Trinity Real Estate Finance, effective IT support means dependable help without losing the personal connection. 7tech's consistent service and prompt response help the firm stay productive and focused on commercial mortgage banking. The relationship shows the business value of accessible, responsive and genuinely attentive support.

Where Personal Service Meets IT Support, and Every Transaction Stays on Track

Work with 7tech to protect what matters most through genuine care, reliable support, and lasting trust.

[Get Help Now](#)

