

# Your Conveyancer

## Legal Case Study



Your Conveyancer is Scotland's only provider of volume conveyancing services dedicated solely to financial services and property services.

Its clients include many of the UK's leading mortgage lenders, estate agents, mortgage brokers, IFAs and builders; and it is widely recognised as a market leader in both its use of technology and its level of service.

### Challenge

Since its launch in 2006, IT and the use of technology has been at the heart of the business. Often seen as an early adopter of new solutions, Your Conveyancer's use of technology to streamline efficiencies, enhance service delivery and improve profitability has become a differentiator for the firm as well as a platform for future growth.

In 2011, Your Conveyancer was already demonstrating the ambitions of a progressive firm, with the need to respond to both changing client and staff needs. The firm needed a reliable IT partner that could help support them in that journey.

In addition, the firm's locally hosted infrastructure was starting to raise several concerns, specifically:

**Security** – As a volume conveyancer, security is front of mind and needed improvement. In addition, any interruption to service could have a detrimental effect on the firm and the lack of an effective disaster recovery/business continuity plan was a concern.

**High costs** – The cost of new on-site kit every 2-3 years was beginning to mount up and Your Conveyancer needed to conserve costs.

**Lack of scalability and resource** – Your Conveyancer's dynamic approach needed a solution that could scale up and down with the business needs as well as providing technical resource on demand.

### Solution

Your Conveyancer first partnered with Nasstar in 2011 on a five-year

### Employees

110

### Project Snapshot

Longstanding IT partnership underpinning a progressive legal business

### Applications Hosted

Visualfiles and SOS



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## Nasstar on Your Conveyancer

An ambitious firm leveraging technology to enable growth and innovation.

## Your Conveyancer on Nasstar

An extension of our IT team. Whenever we need it, we can tap into their technical resource and know how to bolster our own service delivery.



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contract. At the time, the firm already had a relatively large in-house IT team who were instrumental in initiatives such as the move towards a paperless organisation, early deployment of online portals and client reporting and sophisticated workflows. The firm was already demonstrating its own technical skills, know-how and ambition; therefore, the next sensible step was to select an IT partner that could help underpin the firm's future innovation and success.

Steven Lilly, IT/Training and Compliance Director at Your Conveyancer comments:

*"We purely see IT as an enabler for our business, therefore at the time, outsourcing was a no brainer for us. We took the ethos that we would try and outsource as much of the IT infrastructure as possible and we needed a partner that understood exactly where we were coming from and our business needs."*

## Success Factors

Steven Lilly points to a number of qualities that have led to the longevity and success of the partnership, bolstered by the recent contract renewal:

Sector experience – *"Nasstar has an in-depth knowledge of the legal sector and the challenges our business faces and is proactive in*

*recommending technologies that could help solve our problems."*

*In-depth knowledge – "We're able to tap into the technical resource and knowledge of the Nasstar team to help strengthen our IT capabilities and the wider business as a result."*

Ability to support growth – *"Nasstar's scalable model delivers a predictable, flexible cost which scales with the business. As a firm with ambitious growth plans, it's been a huge benefit to have Nasstar's support to drive the business forward."*

Partnership - *"Security is at the forefront of everything we do, as it is for Nasstar. For me it's great to work with a partner who understands our specific business needs and can absorb some of that burden."*

## Benefits

For Your Conveyancer, the lengthy partnership with Nasstar has brought stability, scalability and security to its infrastructure, leaving the employees free to focus on adding value to the business.

Innovation – The firm has the confidence to push on with its automation strategy, knowing that it has a reliable platform and the technical resource on tap to succeed.

Enhanced risk management – The firm’s ambitious automation plans shifts the focus on to resilience, business continuity, disaster recovery and data security, as well as regulatory compliance. With Nasstar as a partner, this burden has been dramatically reduced.

Service delivery – System enablement has seen the firm using technology to streamline processes, reduce human error and improve the speed and efficiency of customer service.

## Client Verdict

*“IT has always been at the heart of the business. Since inception, we’ve been a firm who wasn’t afraid of IT and understood how it could be used as a differentiator to deliver a better service. Nasstar understands our business and is supportive in our future plans for growth, it’s reassuring to have them on board as an extension of our IT team as we move towards a more automated business and into other conveyancing markets.”*

As much as Your Conveyancer would consider themselves innovative in terms of their adoption of technology, Lilly adds that he thinks most firms are already on board with managed IT services, and if they’re not, they’re thinking about it.

Lilly summarises: *“A technical solution requires the right technical resource. If your firm doesn’t have the level of resource you need, you need to consider partnering with a managed IT provider to host and manage your critical data. For us this means that we have a reliable, flexible and agile infrastructure, coupled with the ability to tune into the in-depth support, which I personally believe puts Nasstar at the forefront of its sector.*

*“Armed with all this, we can forge ahead and really differentiate our business in the market.”*



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