

# Case Study – Your Conveyancer

Scotland's leading volume conveyancing practice already had leading edge technology but recognised the need for leading edge IT management too.....

## Background

As the largest and most successful volume conveyancing firm in Scotland, Your Conveyancer had already invested heavily in leading edge case management and workflow automation technologies. However, CEO Kyle Peddie recognised that the management processes and controls surrounding IT may leave them exposed as their rapid expansion continued.

## Assessment & Action Plan

Futurestate were invited in to conduct an initial IT Service Review which involved meeting with all the senior managers to gather views and opinions on the performance of the technology and the teams supporting it. The output from the assessment provided enough detail to allow the preparation of an IT Action plan, which would address the concerns of the management team and provide a detailed, budgeted plan. This plan defined the steps necessary to bring the existing processes in to line with ITIL, the recognised best practice framework for IT Service Management.

## Implementation

The implementation saw Ian Fraser and his team working closely with IT Director Steven Lilly and the 5 main IT partners to build an understanding of the common goals of the business and the specific levels of performance expected from each team. In addition, processes supporting all of the main aspects of operation were created and adopted across the business and their IT partners ensuring a common understanding and a reduction in system downtime, re-work and miscommunication.

During this period regular reporting was introduced which provided improved analysis of issues and trends. This led to a 40% reduction in fault calls and a much happier user population. The improved communication and management of the workload also had a big impact on Steven Lilly, allowing him to concentrate on planning and management, moving away from the previous reactive and stressful position before the review.

Your Conveyancer's commitment and enthusiasm coupled with Futurestate's experience and expertise saw them secure their ISO20000 accreditation in August '08. This accreditation positions the business well as they bid for further work with some of the UK's largest financial institutions.



## Life Changing



Steven Lilly, IT Director

"It's actually quite hard to put in to words what Ian's involvement with me on a personal level has done, let alone the huge impact it has had on us as an organisation. The person I am now, and where I am in my own career development is vastly different from the person I was when I first met Ian and the Futurestate team."

**"..best thing we've ever done.."**



Kyle Peddie, CEO

"The involvement of Ian and his team has quite literally revolutionised our business capabilities and not only from an IT perspective. We now have extremely well organised IT management systems and processes and achieved our ISO20000 accreditation in August 2008. This secure foundation has enabled us not only to achieve our growth targets but to greatly exceed them. Without exaggeration, getting Ian and Futurestate on board to help us is the best thing we have ever done."