



myhomemove to enhance business efficiency
and productivity with Lexis® Visualfiles™

Lexis® Visualfiles™

myhomemove Case Study

Industry: Law | Product: Lexis® Visualfiles™

Established in 2001, today myhomemove is the UK's leading provider of conveyancing services helping tens of thousands of people to buy, sell or re-mortgage their homes.

In 2014, the firm completed over 40,000 mover transactions and is aiming to grow this figure to 100,000 by 2017.



myhomemove was named the 'Best Conveyancing Provider' at the 2014 What Mortgage Awards. Following a market investigation into available systems, myhomemove has chosen to adopt market leading workflow and case management system, Lexis® Visualfiles™. *Paul Tennant, IT Director at myhomemove*, talks to LexisNexis® Enterprise Solutions about the firm's rationale behind the selection of Visualfiles.



Enterprise Solutions

Why did myhomemove need a new solution?

Paul Tennant: We are long time users of SolCase, the forerunner system from LexisNexis prior to Visualfiles. It has served us well, but with the rapid business growth that we are experiencing, it isn't as flexible as we would like it to be. We need a modern technology platform that provides a uniform business environment across the firm and supports our ambitious growth targets. Already we have grown to 700 staff spread across locations in Leicester, Manchester and Northampton in the UK; and our two offices in India that provide back-office support. We are dealing with an annual case volume upwards of 50,000 and this figure is continuously increasing in line with our business expansion plans.

“Visualfiles was the best fit for our business. It is a proven solution that delivers today, but will do so in the future too”

There are a number of other case management platforms, why did you choose Lexis Visualfiles?

Paul Tennant: Absolutely, there is a wide choice and we explored all options. We conducted a rigorous review of case management solutions available on the market. Visualfiles was the best fit for our business. It is a proven solution that delivers today, but will do so in the future too.

It is the best solution for a high volume business such as ours. It is highly scalable, a capability that is essential for a conveyancing offering. Visualfiles is also intuitive to use – it has a Microsoft look and feel, so we expect minimal staff training will be needed, which in turn means that there will be little business disruption when the solution is rolled out organisation-wide.

Crucially though, it is a modern platform with a well-defined, future product development roadmap and embraces technologies that our developers can embrace. The solution provides excellent .NET capabilities and offers an advanced Software Development Toolkit, which will allow us to build new and unique applications within Visualfiles to accommodate changing regulatory and business-level requirements.

What benefits are you expecting to achieve from Lexis Visualfiles?

Paul Tennant: Visualfiles will certainly deliver business efficiency gains and good visibility of the key performance indicators of the firm. It will simplify our information architecture, so interrogating and accessing data will be a lot simpler. The solution includes Microsoft SQL technology, so there is a dedicated environment for reporting within the solution. Production of management information and reporting will be a lot easier. This is very important to us as we produce all kinds of reports – from operational level through to client-related statements to monitor customer service on a regular basis.

We anticipate productivity benefits for staff too. For instance, the task automation 'robots' will save employees a lot of administrative time. Much of the routine tasks and reminders will be automated, freeing up time to deal with customer-related issues. Users will also have faster access to the most current information on client matters in real-time, which will strengthen decision making. Furthermore, Visualfiles offers excellent integrated document management functionality. This combined with the tight integration with Microsoft Outlook will allow case workers to easily drag and drop emails into files for storage and document management.

Are there any future in-house application/functionality developments planned in Lexis Visualfiles in the near-term?

Paul Tennant: At the moment our focus is on deployment, but one can never say. The compliance and business landscape is always changing, which is why it's important to always be on the right and most current technology platform – and vitally, one that can scale with the business and accommodate unforeseen requirements. We cannot afford to be constrained by technology, which is why we chose Visualfiles. The solution gives us agility and will serve as a platform for growth.

Contact Us >

Lexis[®] Visualfiles[™]

For more information

To find out more about Visualfiles and to discuss your company's specific business requirements, please visit:
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