

# case study

## Redkite Solicitors

**Redkite Solicitors is one of West Wales' largest law firms, with nearly 100 staff across six offices, and represents the successful merger of two long established practices, Lowless & Lowless and Morris Roberts.**

With conveyancing a strong feature of both firms, there was an immediate desire to bring the teams together, standardising processes and workflows to improve efficiency and customer service. This also presented an opportunity to streamline how searches were conducted across the new organisation.



Redkite Solicitors combines long experience and a passion for personal service with a modern approach to legal services. They are committed to providing the best advice and do what they can to make their client's lives easier.

## The rationale

Partner and property lawyer David Sangster explains: "Upon merger we could see that we had a bit of a mish-mash approach to searches, some electronic and digital-based, others still manual and paper-based. We wanted to quickly consolidate on the more cost and time-efficient electronic route but weren't totally satisfied with our existing provider. System usability, customer support and turnaround times were key drivers for us and

we felt there was distinct room for improvement. When we were introduced to ETSOS, shown the ordering platform and taken through the company's operating style, we could immediately see a clear gap in what was on offer and what we were getting currently – a search/purchase screen that was Google-esque in its simplicity; highly experienced, responsive and dedicated account managers always on the end of the phone; and great performance on both cost and turnaround.



**Redkite Solicitors,  
partner and property  
lawyer** David Sangster

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### The experience

“I’m pleased to say that ETSOS didn’t flatter to deceive. The sales talk translated quickly into a reliable, professional service that soon embedded itself into our everyday working. We integrated it into our Ochresoft Intelliworks conveyancing workflow to make life even easier, enabling the team to request searches directly from the case plan, doing away with having to switch windows and systems (and building a useful audit trail too). Any time we have an issue our account manager can’t do enough to sort it for us, it’s like they are

another member of our team such is their commitment and communication level. Even small things like billing behaviour ETSOS has thought about from a conveyancer’s perspective – we’ve moved from a very

tedious, admin heavy invoicing process to a simple weekly direct debit.”



### The difference

“I think it’s very clear what sets ETSOS apart from others – it knows what we want! It’s clear that a lot of thought and consideration and refinement has gone into their entire service proposition to make it as good as it can be. So we have user-friendly technology,

wider system integration, helpful people who add real value, an ever growing product portfolio, keen pricing and turnaround times, a constant feedback loop, we couldn’t really ask for much more. Too many providers and vendors are not sufficiently customer or user-

centric – ETSOS is almost obsessive about ensuring it’s doing everything it can to deliver an optimum service. Given that searches can impact the efficiency of the conveyancing process and the ultimate satisfaction