



Industry  
Property Law

Process  
Home conveyancing  
Re-mortgaging

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## Providing low cost, scalable global services to MyHomeMove, the largest independent providers of conveyancing services in England and Wales

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MyHomeMove is the largest independent provider of conveyancing services in England and Wales. Specializing in the residential sector, the company offers solutions to conveyancing and re-mortgaging. Its use of advanced technology ensures that the process of moving is managed accurately and at an affordable cost. The company is dedicated to providing a superior level of service, which is based upon speed and professionalism.

### The Client's Challenge

MyHomeMove decided to partner with a global offshore business process outsourcing provider to reduce legal processing cost and manage scalability as a response to the highly commoditized, competitive and seasonal business environment in which they operate. Given the client's culture for speed and professionalism, managing the process with faster turnaround time and higher accuracy was imperative.

### The WNS Solution

Since commencement in 2005, WNS and MyHomeMove have worked closely together to create a blended onshore-offshore model that utilizes offshore resources to deliver the majority of the conveyancing legal processes. 60 percent of the process, including tasks such as drafting contracts, processing mortgage offers, approving contract packs, preparing reports on title, assessing mortgage offers and search results and preparing financial statements are outsourced to WNS.

The delivery of these back office legal tasks by WNS has enabled the client's onshore organization to focus on client and stakeholder communications, which has resulted in higher customer satisfaction ratings. The delivery model requires both parties to work in a very flexible and transparent manner using sophisticated management information to ensure the onshore-offshore work processes are efficiently co-ordinated.

### Benefits delivered by the WNS team

The client's use of outsourcing has enabled it to become among the lowest cost providers of conveyancing services while maintaining high levels of service and improving turnaround times.

Some of the specific benefits delivered by the MyHomeMove team at WNS include

- **Cost savings**
- **Improved speed** of servicing by delivering processes within a 24 hour turnaround time
- **Increased customer satisfaction**, given the faster turnaround time for conveyancing
- **Flexible** engagement model to manage seasonal variations of up to 50 percent in volumes.

### About WNS

WNS is a leading global business process outsourcing company. Deep industry and business process knowledge, a partnership approach, comprehensive service offering and a proven track record enables WNS to deliver business value to the world's leading companies. WNS is passionate about building a market leading company valued by our clients, employees, business partners, investors and communities.

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To learn how we can help extend your enterprise,  
write to us at [info@wns.com](mailto:info@wns.com)