



## Case Study



movewithus

### DPS Case Study – Heenans & movewithus

Heenans Solicitors are a Midlands-based practice with 3 offices in the UK. They specialise in Conveyancing Services. In 2005, Heenans identified an opportunity to develop and grow their Conveyancing department and began the search for a suitable practice management solution, capable of meeting these requirements. Heenans required a system which would provide a scalable solution capable of growing with the practice and, critically, one which was able to integrate with instruction providers – notably their principal property services provider, movewithus.

Heenans were initially interested in implementing DPS with the prospect of improving office efficiency levels. Heenans felt that introducing DPS in the practice would enable them to reduce fee earner to secretary ratios. Furthermore, DPS offered them the possibility of rapid in-house change control and development – an essential selection criterion. Two years down the line, Heenans are pleased to say that the introduction of DPS OneOffice, in particular its integration with movewithus, has enabled the practice to grow.

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movewithus, founded in 1997, is the UK’s leading property specialist. They provide a specially selected membership network with over 1200 members, forming the most successful referral system in the UK. In addition, they successfully manage a national panel of dedicated Conveyancing specialists, including lawyers, licensed conveyancers and solicitors. movewithus’ success has regularly been acknowledged by the Sunday Times Virgin Atlantic Fast Track 100 as one of the fastest growing companies in the UK.

Heenans had been able to achieve a high level of efficiency (and the subsequent movewithus membership) prior to installing DPS OneOffice by maintaining sound office procedures. With his vast experience in project management, Business Manager Brendan Heenan acknowledged that further growth and efficiency gains could only be made with a new approach and delivery platform. Brendan desired a practice management solution which would enable them to process more cases, while maintaining their high level of efficiency.



## Case Study

Brendan claimed: 'From early 2005, it was fairly clear to us that our in-house systems had taken us as far as we could go and a change was needed if we were to maintain service levels and attract new business. We were fortunate in having good, dedicated staff and a business plan to win new instructions, which we worked hard to develop. What we needed was a solution partner to assist us by understanding our business plan and delivering a solution to meet our long term objectives.'

Through an extensive consultation process involving DPS Business Consultant Sami Ahmed and Technical Director Scott Ridley, Heenans and DPS developed an action plan to customise the DPS system according to the specific requirements of end users at Heenans. Initially, Sami Ahmed and Scott Ridley gauged these requirements through meetings with Carla Field, Office Manager and Head of Accounts at Heenans, and Avtar Sidhu, Conveyancing Team Leader.

Brendan commented: 'The consultation and Pre-Implementation Project Management benefited us on a number of levels. Firstly, it clearly established the project parameters, timescales and immediate requirements for all parties. Secondly, we were able to build a very good working relationship with DPS long before the system went live. Lastly, I believe it allowed DPS to look at our ongoing needs and plan accordingly while introducing a number of options which we probably wouldn't have considered.'

DPS acknowledged Heenans' requirements and subsequently developed the DPS MWU (movewithus) module for their DPS OneOffice system. It was installed on a Windows 2003 Server Network with MS SQL 2000.

When movewithus submit a case to Heenans, the DPS MWU module automatically creates it on DPS OneOffice and tells a key person that the case has been incepted. There is no user interaction or keying of data. The system then automatically files progress reports with MWU and recognises incoming and outgoing emails that are case related, filing them to the cases again with no user-intervention.

Since installation, Avtar has been able to lead the in-house development team and manage the rollout of the system. He requested that the DPS system be further customised according to Heenans' requirements. DPS' programming and development teams were then able to train Heenans on implementing these changes themselves.

Following the success in implementing DPS in the Daventry Office, Heenans were able to rollout the system to other offices, as Brendan explained: 'The DPS MWU Agent has substantially reduced data inputting, thereby getting the instruction off to a flying start. This alone has enabled us to significantly



## Case Study

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Brendan concluded: 'The changes since DPS OneOffice has been installed have been dramatic. Since it is such a flexible system, we have been able to amend and modify it to suit our own particular style and business needs, quickly and easily. It also scales remarkably well, new user licenses are purchased and the staff can be up and running in minutes. We are now in the process of incorporating post code validation and auto email handling into our system and looking forward to a very good year.'

Heenans is now number one in part-exchange and assisted sale management as chosen by the UK's leading new home builders including David Wilson Homes and Persimmon. In 2005, over 4,000 part-exchange property deals were processed. Asset management clients include GE Life and HBOS.

Neill Sanders, Technical Director at movewithus said: 'As a company, movewithus realises the benefits technology can bring and strives to offer the very best technical solutions to its partners and affiliates. We are pleased to have worked with DPS in offering Heenans an integrated solution to help reduce overhead and improve efficiency.'

DPS OneOffice and DPS MWU module is available from DPS software; for more information please contact [sales@dpssoftware.co.uk](mailto:sales@dpssoftware.co.uk) or call 020 8804 1022.