



Heenans are 1 of 4 offices in the UK and are a Daventry based practice, specializing in Conveyancing Services. Upon identifying an opportunity to develop and grow the conveyancing department in 2005, Heenans began the search for a suitable case provider, one that could provide a scalable solution capable of growing with practice and critically, able to integrate with instruction providers, such as Move With Us.

The company 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.

The need for improved office efficiency, low fee earner to secretary ratio's, rapid in house change control and development were a prerequisite and essential selection criterion.

The project was led by Brendan Heenan, the business manager with extensive knowledge of project management and delivery from long experience in the construction industry, Carla Field the office manger and Head of Accounts and Avtar Sidhu, conveyancing team leader, who since installation, has led the in-house development team and managed the rollout of the system.

Prior to selecting DPS One Office, Heenans achieved a high level of efficiency through maintaining sound office procedures but as Brendan confirmed, if growth and efficiency gains were to continue, a new approach and delivery platform was needed.

"From early 2005 it was fairly clear to us, 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 solution partner to assist us by understanding our business plan and delivering a solution to meet our business long term objectives."

Following an extensive consultation process involving DPS Business Consultant Gerard Barden and Technical Director, Scott Ridley, Heenans placed the first phase order in November 2005. The consultation included end users, represented by Avtar Sidhu and Carla Field as well as the firm's hardware support company, which was essential in establishing infrastructure requirements.



"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 way before the system went live and 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."

"As part of the finalised order agreement, DPS also developed an integration service to allow Heenans to receive instructions online from their Principal provider MoveWithUs, which has substantially reduced data inputting, thereby getting the instruction off to flying start. This alone has enabled us to significantly increase the volume of instructions handled. We have just rolled this out to our Rugby office and envisage the same growth and efficacy gains"

"In looking back at the past eighteen months, the changes have been dramatic. Since DPS 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 users 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 Solicitors run DPS One Office Convey (SQL) with DPS MWU Agent (for auto file inception) on a Windows 2003 Server Network with MS SQL 2000.

Move with us, Heenans principle provider, was founded in 1997; they are an independent and privately owned property specialist. Based in St. Ives, movewithus employs approximately 160 local staff and has increased sales by over 109% per year between 2001 and 2004 from an annualised £582,000 to £5.3m. movewithus' success has recently been acknowledged for the second year running by the Sunday Times Virgin Atlantic Fast Track 100, as one of the fastest growing companies in the UK.

movewithus originated as a membership network which has grown to over 1,000 members and supports the most successful referral system in the UK. movewithus successfully manages a conveyancing panel of over 50 lawyers, licensed conveyancers and solicitors across the UK, with growth reaching 500% in the past year.