

# Case Study

Legal



## Countrywide Property Lawyers Implements Kofax Intelligent Capture and Exchange to Automate Mailroom Activity

New Solution to Streamline Processing and Distribution of 25,000 Daily Documents to Legal Teams at the UK's Largest Conveyance Organisation

Countrywide Property Lawyers is a subsidiary of Countrywide plc, which was formed in 1997 to provide a conveyance service to customers referred by other Countrywide plc subsidiaries. Countrywide Property Lawyers has grown to form the UK's largest conveyance organization within England and Wales, employing around 500 people and carrying out more than 900,000 transactions each year.

Together with Countrywide Property Lawyers, Countrywide offers customers a complete service for buying, selling and letting property and owns more than 1,200 estate agencies and letting agencies nationwide.

### The Challenge

Traditionally, staff at Countrywide Property Lawyers handled incoming mail manually. This process was not only time-consuming and a drain on internal resources, but it also meant that it was easy to mislay documents or even to lose them entirely.

As a result, Countrywide Property Lawyers decided to look at ways it could automate its mailroom activity and offshore certain administrative tasks to streamline operations and increase internal capacity.

As Countrywide Property Lawyers' core business focus is highly complex, the solution had to be easy-to-use and quickly implemented to ensure that normal day-to-day activities could continue and efficiency would improve.

### The Solution

Countrywide Property Lawyers approached the Kofax Partner Basware Data Capture, formerly known as Digital Vision Technologies, to discuss the goals of its project.

Basware Data Capture designed and implemented a solution based on Kofax Intelligent Capture and Exchange, the centerpiece of Kofax's strategy to help organizations streamline business processes by capturing documents

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at Countrywide Property Lawyers

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*Lawyers*

in the front office, where they originate, and moving such information in real time to transactional business processes.

The custom solution was designed to drastically improve the speed of document distribution and to reduce administration and included Kofax Capture, the world's leading automated information capture platform. The technology enables the user to choose capture criteria and the destination of the captured data. Its powerful recognition engines and image enhancement features ensure accuracy, reducing the need for manual entry. The solution also included Kofax INDICIUS, a powerful classification and extraction technology that works to enhance the performance of Kofax Capture in the automation of document capture. Kofax's VirtualReScan (VRS) was also integrated as part of the solution to automate and improve the scanning process, providing Countrywide Property Lawyers with a smooth, efficient mail management system.

The new system automatically allocates 85 percent of incoming mail to the correct case and ensures the documents are forwarded to the correct department.

It also classifies 90 percent of mail for staff, identifying letters from lawyers, draft contracts and mortgage offers, helping to speed up business processes and ensure legal teams receive the relevant documents by 10:30 a.m. each morning.

## Results

For Countrywide Property Lawyers, the Kofax Intelligent Capture & Exchange solution, implemented by Basware Data Capture, yielded immediate results. By automating mailroom activity and off-shoring administrative tasks to India, the company has successfully streamlined operations and increased internal capacity, enabling fee-earners at the firm to service clients more effectively and boosting productivity by 15 percent.

Rob Hunt, project manager at Countrywide Property Lawyers said: "What used to take us 30 man hours everyday now needs just three man hours in the UK, and four hours of administrative support from India. It has not only helped us to achieve considerable cost savings, but has also freed up valuable internal resources – our legal teams can focus more on managing client cases, and have been able to handle a 15% larger case load since deployment."

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