



The Conveyancing industry is highly competitive and is facing a dynamic change brought about as a result of exponential growth in individual segments like buying, selling etc. With the industry providing various business opportunities, the art of effective communication plays a key role in completing a transaction. The industry as a whole is faced with the challenge of converting an Exchange to Completion due to the various processes involved with several different entities. As a result, the major challenge lies in completing a transaction within the stipulated time frame without compromising on the quality. The road map from introduction to exchange to completion, is filled with challenges at every stage.

CHALLENGES

- ▶ Capacity creation to manage high volumes of the documents processed
- ▶ Ensuring cost effectiveness
- ▶ Ensuring effective communication with the different entities involved to ensure smooth flow of transaction
- ▶ Effective management of the transactions between the various entities from Introduction to Completion stage
- ▶ To deliver within the time frame without compromising on quality
- ▶ Identifying and rectifying the gaps in the transaction

HCL has a defined roadmap to address these challenges

SOLUTION

- ▶ Coordinating and providing paralegal assistance for the onshore and offshore activities to provide effective support to onshore lawyers (solicitors)
- ▶ Providing cost effective solutions at reduced time
- ▶ Providing the necessary support team of qualified lawyers and conveyancers
- ▶ Cash-in on the different time zones to deliver customer requirement ahead of time
- ▶ Indexing and categorizing the documents for easy access and prioritization

HCL OFFERINGS

Conveyancing seamlessly consists of three main stages - Introduction / pre-contract, Exchange of contracts and Completion. HCL can provide end-to-end solution starting from:

- ▶ Indexing and Cataloging of the documents received from different entities i.e. Mortgage Lender, Client, Other Lawyer, Estate Agent, etc
- ▶ Carrying out online searches
- ▶ Requesting the redemption figures from the Mortgage Lender

Residential Property Sale

- ▶ Indexing & Categorization
- ▶ Investigation of Title-Land Registry Searches, searches relating to Title Number, Official Copy Entries, File Plan, Index Map etc.,
- ▶ Review Title Plan
- ▶ Classify Title as Valid & Marketable and Financial Review - Reconcile Equity
- ▶ Review Contract & Transfer and review of Property information packs

Residential Property Purchase

- ▶ Indexing & Categorization
- ▶ Land Registry Searches and searches relating to Local Search, Drainage Search Environmental Search, Locality Search, K16 - Bankruptcy Search
- ▶ Review Contract & Transfer
- ▶ Review Land Tax Return and Setting up Case Plan



HCL EXPERTISE

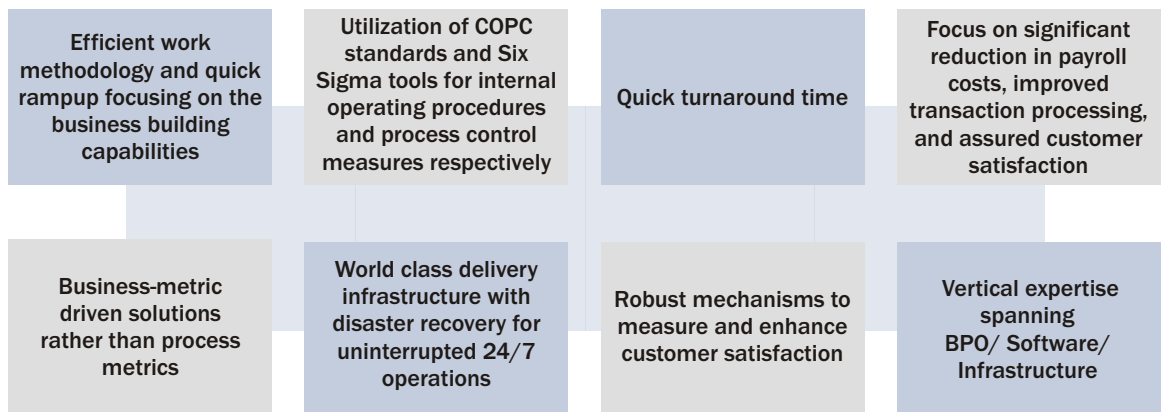
- ▶ Three years experience in the area of remortgage conveyancing work
- ▶ Dual qualified (Indian and UK Laws) legal professionals
- ▶ Transformation in the delivery of legal offshoring services through HCL BPO's proven domain knowledge, expertise and quality driven processes
- ▶ Delivering safe, effective and most efficient legal off shoring services

BUSINESS BENEFITS

- ▶ Accelerated return on investment
- ▶ Reduction in processing time
- ▶ Developed in-house Performance Management System
- ▶ Customized in-house Legal Case Management Software
- ▶ SLAs - business driven and not process driven



HCL ADVANTAGE



ABOUT HCL BPO

HCL BPO Services is a division of HCL Technologies Limited, a Global Technology and IT Company. HCL as a group is a 31-year-old enterprise, with USD 4.8 billion revenue and 55,000 professionals who operate out of 18 countries.

HCL BPO is one of the early players of Business Process Outsourcing. With 40 customers (14 Fortune 500/ 11 Fortune Global 500), 150+ processes and 13,200+ professionals operating out of India and Northern Ireland, HCL BPO has strong domain knowledge and runs quality driven processes. HCL BPO Services ranks 3rd in Highest Satisfaction for Business Process Outsourcing by the Black Book of Outsourcing, 2007. HCL BPO Services is the largest BPO service provider in Northern Ireland and ranks 2nd in the Global Peer Group of BPO Service Providers.