

ZYLPHA

Case Studies



Glenisters specialise in providing services to the mortgage lending industry in England and Wales, with a market leading bespoke possession service, established expertise in defended and commercial litigation and a complete range of complementary services ranging from mortgage documentation to property management and sales.

They have created an organisational structure which avoids any compromise between highly efficient and process driven volume work and the expertise required to conduct highly complex litigation assisted by utilising solutions from Zylpha, the leading independent specialist solutions provider for law firms and legal specialists.

To help achieve this, Glenisters continually search out ways to improve the efficiency and security of their operations and in doing so have implemented solutions from Zylpha to automate the production of contract packs, send these large contract packs securely without email and integrate possession claims with the UK Court Service (HMCS) internet based service for mortgage repossession online.

What were Glenisters challenges?

As a bespoke possession service Glenisters produce a high volume of contract packs and these were taking around thirty minutes per pack to manually photocopy and package, before distributing them to multiple recipients, often at considerable cost.

Even small changes to a contract pack would involve significant work in re-indexing, printing and copying the revised document.

Sending large confidential documents by email was often not possible due to security issues and frequent problems with clients unable to receive email attachments.

Manually entering large numbers of claims into the PCOL web site was proving to be time consuming and error prone.

As Glenisters expanded, processing and distribution of an increasing volume of possession claims was becoming a growing administrative, time and cost overhead at all stages of the process, from issue, through warrant to possession.

The Solution

Zylpha Document Bundling, which allows multiple documents of different formats to be easily collated into a single, pdf document, with an index being automatically produced. It also offers a variety of page number styles which can be added if required to the index, categories and document pages, with branded cover pages and back pages also available.

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Zylpha Document Distribution, which provides an innovative new method for electronically sending large documents securely without email, providing a full audit trail of receipt with non-repudiation, virtually instant distribution with greater security, lower costs and reduced carbon footprint.

Zylpha Possessions Claims Portal. A convenient and secure way of making or responding to possession claims via Her Majesty's Court Service (HMCS) internet based service for mortgage repossession online. The service also provides full monitoring of claims from issue, through warrant to possession. PCOLPLUS eliminates the need to complete forms online, a laborious, time consuming and error-prone process and replaces it with automated data extraction and integration to the PCOL system.

Implementation of the solutions was very rapid, taking less than two days. User adoption was very rapid and the training requirement was less than ten minutes per user, helping to provide a very rapid uptake and return on investment.



What are the benefits to Glenisters?

Glenisters are experiencing a saving in the time taken to produce contract packs by over 80% per pack by using Zylpha; the time being reduced from around half an hour to around five minutes per pack. This has resulted in a significant reduction in the administrative resources, time and costs required for this function.

Distribution of the packs and other documentation now happens instantly

using Zylpha, which is more secure than delivery by email, post or courier. Costs have been virtually eliminated as post and courier costs from the twenty to thirty deliveries per week that are now being made automatically using Zylpha.

Property recovery claims are now processed significantly faster and with fewer errors by using Zylpha, as manual data entry using web based forms has been replaced by automatic data extraction from Glenisters case management systems. Time taken, costs incurred and error rates have all been significantly reduced as a result.

"Zylpha is an invaluable part of our highly efficient property sales process, allowing us to instantly and securely deliver to buyer's solicitors the full package of sales documentation imported from various sources. Its receipt system also enables us to monitor the recipient's downloading of the package, keeping us in the picture and in control. As a result time-lines are reduced, keeping us at the top of performance league tables. Since implementing Zylpha we have never looked back."

Paul Heeley, Operations Partner

