

# Customer Case Study



# ZYLPHA

INNOVATIVE : CONNECTED : SOFTWARE



Pitmans deploy Zylpha's HIPCase and speed up HIP and contract pack production at the same time as reducing storage and printing costs.

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Winner of the Law Firm of the Year 2008, Pitmans is one of the Thames Valley's premier law firms. At the forefront of the firm's success is a determination to use technology to help drive business process and provide first class client service.

## The Business Problem

Pitmans have a large New Homes team who act for a range of national and regional developers and handle a high volume of plot sale transactions. With the introduction of Home Information Packs the team was faced with the problem of providing an efficient and cost effective system of producing a large quantity of high quality Home Information Packs, together with a method of distributing and storing those HIPs.

## Our Solution

We installed the Zylpha HIPCase system at Pitmans and integrated it to their Visualfiles case management system. Pitmans store all the component documents for Home Information Packs and contract packs in their case management system and use HIPCase to create a branded pdf in a few clicks. The resulting pack is automatically indexed and hyperlinked. Both the HIPs and the contract packs are now made available online for download.

"The HIPCase solution itself was easy to use, easy to understand, looked good and integrated well into our case management system. Being able to produce HIPs and electronic contract packs means that we can provide additional services for our clients and have even had new clients approach us purely for HIP production. The HIPs are published online and therefore have made a significant cost reduction in copying and time to market. Overall, we can now produce a HIP in less than 2 minutes and estimate we save over 200 hours a year by using HIPCase." - Jane Hitchcock - Head of New Homes, Pitmans Solicitors

## Key Benefits

Saves time and money by:

- Producing branded HIP or contract pack in a few clicks
- Retaining the process "in house" for maximum control
- Integrating into existing processes
- Minimising training and maintenance

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