

DIGITAL
CONVEYANCING
MATURITY INDEX

Digital Report

2022

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Consumer demand for digital tools put pressure on Law Firms



Conveyancing transactions reach 10-year highs



Hybrid working here to stay in new era of workplace modelling



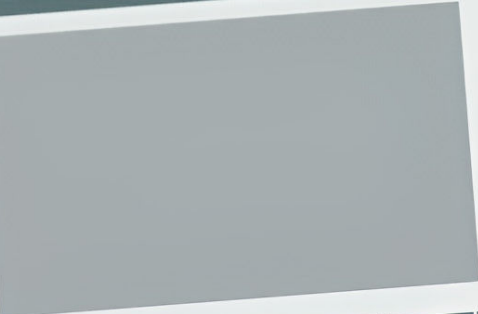
SDLT changes to boost property industry



Compliance burden increasing

Rising PII costs crippling for conveyancing firms

Conveyancing industry suffers as talent drain bites



Introduction

Until now, it has been impossible for law firms to reliably assess how well they are progressing with digitising their practices. The Digital Conveyancing Maturity Index is a new initiative, created by InfoTrack, that has assessed the digital capabilities of practitioners across the key stages of conveyancing.

We've surveyed the membership of the **Law Society**, the **CLC**, the **SLC**, **Bold Legal Group**, **LawNet**, and **The Conveyancing Association**. Using thousands of data points from hundreds of respondents we're able to provide the first comprehensive industry-wide view of just how digital conveyancing has become. This means that as a conveyancer you can now benchmark yourself against your peers to get a clear picture of how well you stack up.

Perhaps even more importantly, by participating in the research, each firm gets a personalised report so that they can look at the stages in the process, and even the individual activities within those stages, to see what they do well and where they can improve.

This research will continue on an ongoing basis so we will be able to continue to support conveyancers in this way and track the changes in the industry over time.

What will you find out from this report?

Well, the range from most to least digitally mature is vast. From top scores in the high 80 percentages to lows in single figures, the gap between the most and least digital is stark. At the top we have firms grasping every digital opportunity, while at the bottom there are those still clinging to the postal service.

It's also interesting to see which parts of the process have been digitised to the greatest extent. Why does Post-completion lead the pack with the highest average score and number of top scores? Meanwhile, Pre-completion (where most of the work is done) is the least digitally mature stage of all.

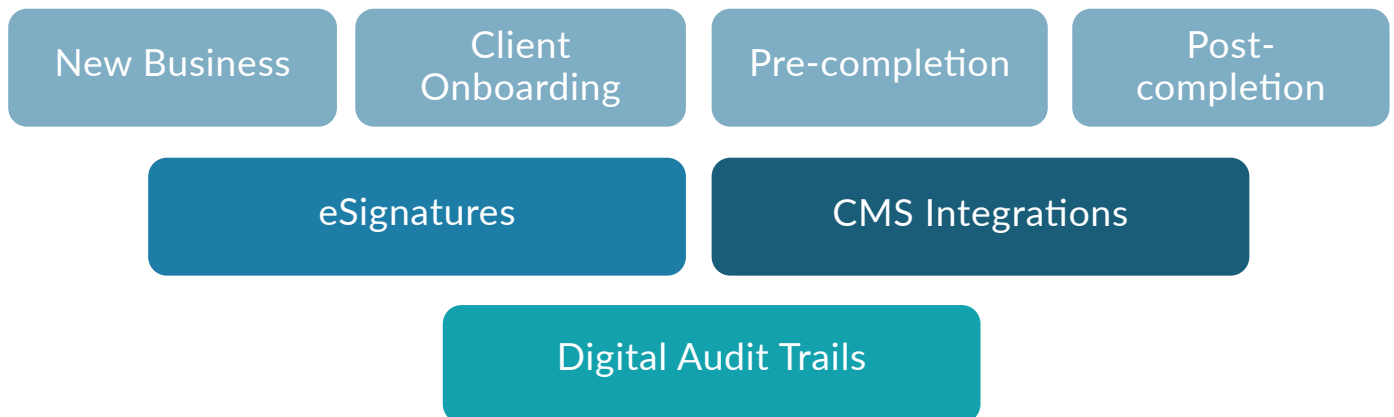
So, what does a highly digitally mature conveyancing firm look like? How big are they? Are they specialists or generalists? And what is it that they are doing that separates them from the rest of the pack?



What do we mean by digital maturity?

Every law firm, conveyancer, and home mover has been affected by the introduction of technology to the process of buying and selling property over the last decade. And what we could do ten years ago versus now is vastly different. But obviously not everyone moves at the same pace.

Inevitably there are early adopters, fast followers, everyone else, and then the laggards. To find out how the industry and individual firms have progressed we looked at the technology available for conveyancing including:



We mapped out the most to least digitally advanced options and created a scoring system that we validated with leading practitioners. A full methodology is provided at the end of this report. In short, the higher your score the closer you are to operating at the most digital level in each area, and overall, and therefore the more digitally mature you are.

What is a Digital Maturity Score?

There are two ways to look at this. Firstly, the average percentage score of all the respondents for the survey is being used as the Digital Maturity Score for the industry as a whole and for each individual section that we surveyed.

Secondly, firms will receive their individual results. Their total is their firm's individual Digital Maturity Score. Both scores are simply a measure of the adoption of digital solutions in the conveyancing process, either collectively or individually.

Back to School?

So, if there was an A Level in using digital conveyancing tools there wouldn't be that many firms partying hard on results day. With an overall Digital Maturity Score of **43%**, the industry would have only just scraped a pass. Looking at the individual subjects: Post-completion would have got a D (**58%**) as would Integrations & eSignatures (**54%**); Onboarding would have got an E (**43%**); Pre-completion and New Business would be in Unclassified territory with Digital Maturity Scores of **30%** and **33%** respectively.

However, there are several individual firms who should be celebrating. **5%** of firms would have got an A or A* and nearly **15%** would have got B to Cs. Unfortunately, the average scores were dragged down by the **50%** of firms who scored less than **50%**.

Ultimately this industry is on a journey and progress over the last few years in particular has accelerated. It's probably also fair to say that if we'd tried to do this research even three or four years ago, we would have had much less to talk about.

So yes, there is a lot of room for improvement but there's an exciting future ahead. And it's great to see that there are already a few star performers setting the pace.

If you haven't taken the survey yet (don't worry, it's not actually an exam) please find 10 minutes to do the self-assessment. It will give you a good sense of how you're getting on and also what you can do next to keep benefitting from technology in the conveyancing process.

If Digital Conveyancing was an A Level, what would you get? (% of firms)

REPORT CARD	
A or A*	5%
B	5%
C	8%
D	19%
E	13%
U	50%



What does a digitally mature conveyancing firm look like?

Now we know how to measure digital maturity, let's look at what the higher scoring firms have in common. There's a temptation to assume that the bigger national or even global companies are going to dominate due to their specialist teams, higher spend on technology, and the economies of scale when implementing.

Actually, it was small to medium sized firms that dominated the highest **10%** of Digital Maturity Scores, and just over half of our highest performers (**49%**) only have one office, giving them a more local and regional focus. It seems that smaller might be faster and more agile, perhaps making them able to adopt and implement technology more easily.

One important factor though, is specialisation; **23%** of the top performers were businesses for whom more than three quarters of their work is conveyancing. In these cases, it makes absolute sense that they're investing in the tools that help them operate more quickly and efficiently. The other benefit here, given the high PII costs associated with this type of law, is using technology to lower their exposure to risk.

However, when we look across the remaining **90%** of scores no single group outshone the others. So, while being smaller may make digital adoption a little simpler, the overall picture suggests that technology can be a great leveller regardless of your scale or specialism. The true promise of technology is that by making it accessible to more people it will make processes better, quicker, and more cost effective. This seems to be what law firms of all shapes and sizes are now doing.



A blurred background image showing two people in a meeting. One person is standing and pointing at a screen, while the other is seated and looking at the screen. The image is out of focus, emphasizing the text in the foreground.

“I believe in the value law firms will get by sharing their feedback about how digital their conveyancing process is. The benchmarking and insight into how their processes can evolve with the right digital tools is something the industry hasn’t previously had access to. I’d encourage every law firm to complete the survey for the wealth of individualised data they will receive in return.”

- Rob Hailstone, Bold Legal Group

Does building your own tech equal higher scores?

Deciding whether to build your own technology is a perennial debate. The perceived benefits of customisation versus the cost and hassle of taking on non-core activities never seems to be resolved. About **20%** of the firms in this research have invested in building their own technology in some way. Interestingly, the smaller the firm the more likely they were to build their own tech, again something that suggests agility may be more of a catalyst than scale. The Digital Maturity Scores across all sizes of firm didn't vary much, but as you can imagine it would be the most digitally savvy businesses that would consider doing this and therefore, they all scored higher than average.

Does building your own tech equal higher scores?

Size by staff	% of Staff	Average Score
1-25	31%	49.6
26-75	26%	49.3
76-199	28%	50.4
200+	15%	51

Firm size by staff numbers building their own technology

Investing in your own technology isn't the key to success though, of firms who scored in the top **10%** in the research **80%** of them do not build their own. The **20%** would probably disagree so the debate continues.

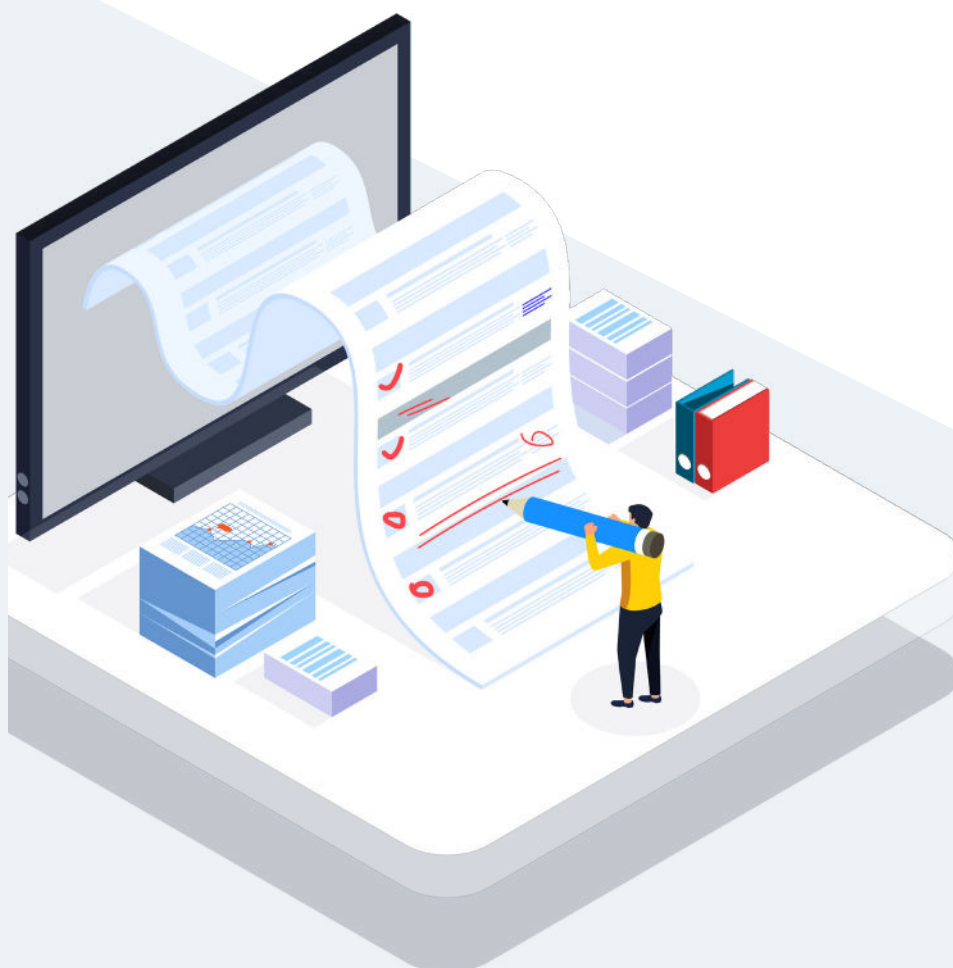




How digital is the conveyancing process?

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This brings us to the more detailed section of the report. In the following pages we will look at each of the stages of the conveyancing process that we researched in turn and provide you with the headlines and insights into what we learned about digital adoption.



Onboarding

Max. Score: 20

Top Score: 20

Lowest Score: 0

Average Score: 8.6

Onboarding ranks right in the middle in terms of the maturity of this area versus the other parts of the conveyancing process with a Digital Maturity Score of **43%**. The average score in this section was 8 and only four firms got the maximum of 20.

Most firms scored well for their digital ID checks (**66%**) a technology that was widely adopted throughout the pandemic, but the rest of the process is still lagging. The digitisation of Source of Funds checks was generally low, with only **40%** using more secure Open Banking-powered solutions.

Even fewer firms are digitising their client data gathering; only **38%** of firms are using digital client questionnaires and just **35%** are using digital TA forms. The conclusion here must be that there's still a lot of room to improve. The opportunity to speed up the process is still there for most and in truth, a third of firms not doing digital ID checks (a more robust and reliable method) is concerning.

What the leaders are doing:

Fully digital client data gathering, ID checks in mobile Apps, and using Open Banking to ensure they're checking authentic financial data.

What's next for most firms:

Add digital forms to your onboarding process to speed things up and minimise errors in rekeying data.

Pre-completion

Max. Score: 32

Top Score: 27

Lowest Score: 0

Average Score: 9.7

It's the lion's share of the process and unfortunately the least digitally mature. This section achieved a Digital Maturity Score of just **30%**, much lower than Onboarding and Post-completion. In general, there's a reliance on email for sending contract packs and managing enquiries with documents attached manually. The low uptake of platforms that enable better collaboration between conveyancers is no doubt hampered by the 'chicken and egg' problem of not enough people using them.

There is clearly a growing adoption of solutions to address the process of compiling a Report on Title. **37%** of firms are now using third-party software to build these; more than half of these also benefit from these reports being automatically populated with data from external sources such as their search provider and HMLR. Given the importance and complexity of this activity, the strong adoption of these solutions is proof that digital can be deployed to deliver real added value and not just to automate lower value administrative tasks.

There are potentially some risk and compliance issues elsewhere in the Pre-completion phase. A lot of the Lender Handbook checks still seem to be manual therefore not benefiting from a digital audit trail. More concerning is that **57%** of firms aren't using a digital solution to verify the bank details of solicitors receiving funds; instead, they're relying on phone calls and websites to authenticate the firm. Given the potential for fraud, the huge consequences, and the widespread availability of digital solutions this technology should be a no-brainer.

Lastly, there are also big productivity gains available to most firms. **69%** of firms are checking Lender Management Panel websites and manually dealing with the updates. The ability of digital solutions to automate this process could probably save one person in your team from hours of tedious admin. Speaking of which, a savvy **22%** of respondents use digital dashboards to monitor and manage key dates across their live matters. But this means that three quarters of firms can probably streamline this process and avoid errors that could slip through manual processes.

What the leaders are doing:

In a word, automation: automation of Reporting on Title, automatically creating digital contract packs, and automatically getting Lender Management Panel updates.

What's next for most firms:

Using a digital solution to verify the other solicitors' bank details is an easy and important win. The adoption of automated Reporting on Title isn't that big of a leap, nearly a quarter of the firms surveyed are already doing it.

“Gauging how far you are along on the journey with digital conveyancing can be tough for law firms. This index is a brilliant tool to help firms recognise where they are making good progress and which areas they need to prioritise. The personalised data that they get in return will be invaluable, so we recommend every firm takes advantage of this opportunity,”

- George Coombes, Member Services Manager at LawNet



Post-completion

Max. Score: 12

Top Score: 12

Lowest Score: 0

Average Score: 6.9

Post-completion is by far the most digitally advanced part of the conveyancing process with a Digital Maturity Score of **58%**. In fact, **29%** of firms in the survey got full marks in this section. Most firms (**56%**) are using third-party software for their SDLT submissions although a large number (**43%**) are still logging on to the government's website directly. And yes, your maths is right, that means that a couple of firms are still sending their applications in the post.

AP1 applications are further ahead in terms of their digitisation, no doubt helped by the looming HMLR deadline for digital submissions. **17%** of firms are still using the government's online eDRS service.

However, **81%** have already moved to digital submissions with over **50%** of these using a third-party software provider to do so.

Despite this, not as many firms (**42%**) are managing their requisitions with digital dashboards to flag deadlines, automate responses, and create a digital audit trail.

With strong scores by so many firms in this category the difference between the most digital and those chasing the pack is CMS integrations. Over one third of firms do this and benefit from the pre-population of data into the forms they're submitting as well as having a full digital audit trail of all submissions, requisitions, and communications returned against a matter.

What the leaders are doing:

Integration of third-party software and their CMS to submit forms, monitor responses and deadlines, and provide easy oversight of the post-completion workload.

What's next for most firms:

Across SDLT and AP1s more firms are using third-party software to manage the process more efficiently and quickly. If you're not doing this, it's the natural next step, if you are then just make sure you're using all the dashboards and requisition management tools at your disposal to get the full benefit.



New Business

Max. Score: 12

Top Score: 12

Lowest Score: 0

Average Score: 4

Admittedly this might not directly be part of the conveyancing process but it's important for getting clients through the door quickly and efficiently AND starting their onboarding - which can definitely get your conveyancing off to a better start. In general, the results were on the low end - a **33%** Digital Maturity Score isn't great - but there's clear a split between the digital leaders (about **10%** of firms got full marks) and those being left behind.

A quarter of the law firms we surveyed use new business software to automate pricing and a further **20%** have pricing calculators on their websites.

Unfortunately, **45%** said that they only provided pricing over the phone or email, something that isn't in line with the SRA's pricing directive of publishing costs for conveyancing on your website. When it comes to managing enquiries **63%** of respondents default to phone and email, and **75%** continue to use this as their primary way to update clients on the progress of a matter.

The adoption of technologies to complement (or replace) this is growing though and nearly a quarter of firms either send automated update messages or provide their clients with an App or portal for them to monitor their progress.

What the leaders are doing:

Automating key parts of the new business process to make it quicker and more responsive, and providing digital tools for their clients to receive automated updates on the progress of their matter.

What's next for most firms:

Firstly, let's get those price lists on your website, then you should be looking to facilitate new business responses more quickly and gather data that can be fed into the Onboarding process.

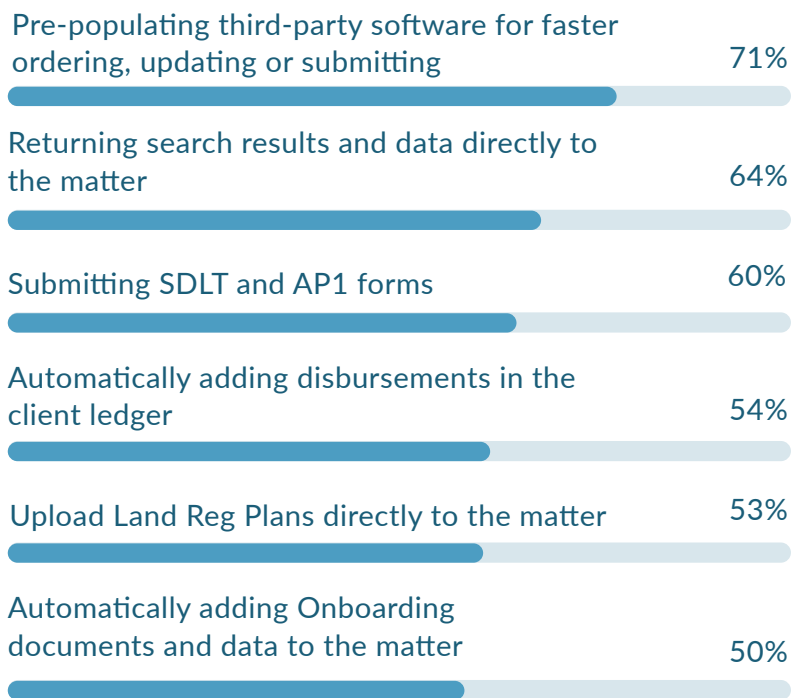


CMS Integrations

CMS Integrations is *the* step separating the most digital firms from the rest of the pack. The ones that are integrating their partners' and suppliers' services into their CMS' are using them for a wide range of activities:

We also saw the benefits of CMS integration being called out throughout each section of the survey from Onboarding to Post-completion where the most digital firms are benefitting from saving time with pre-population; having relevant docs and data returned to a matter; and avoiding missed costs with disbursements automatically added against the client's account. As well as saving time these integrations help the CMS act as the single source of truth for the matter, this in turn reduces the opportunity for mistakes. To operate in this way requires some other digital steps to be undertaken first but most firms have already made these so they should be able to feel tangible benefits quickly.

What do conveyancers use their CMS integrations for?



What the leaders are doing:

Using their CMS as their single source of truth for the matter: ordering services more easily, having documents and updates uploaded automatically, and keeping track (and a digital audit trail) of all costs and communications.

What's next for most firms:

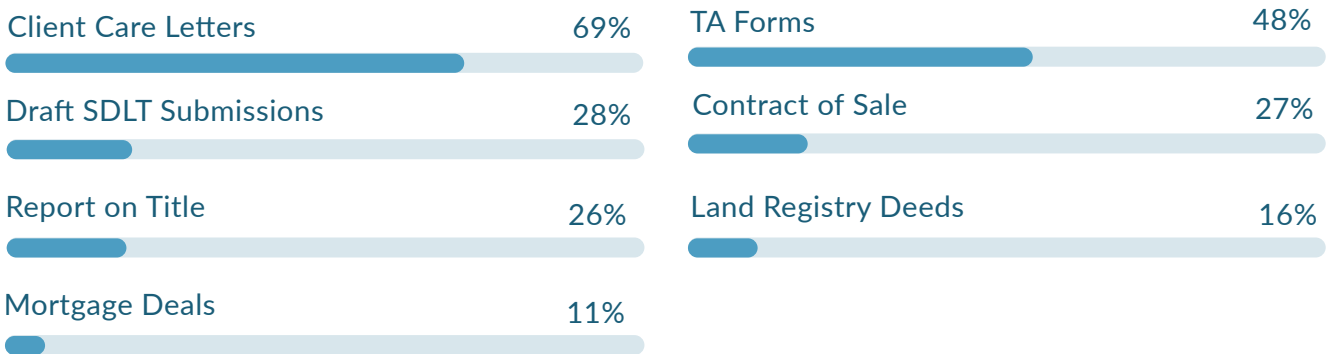
Talk to your CMS providers and find out how you can integrate conveyancing services and activities.



eSignatures

We're happy to report that **78%** of firms accept eSignatures, while also being a bit concerned about the other **22%**. Since the pandemic, the use of eSignatures has unsurprisingly increased significantly, to the point where it would be fair to say they're becoming the norm. This hasn't happened across the whole conveyancing process equally though, as you might expect. The sharp end of the process, signing deeds, is the least digital but that seems to be changing fast.

What do conveyancers use eSignatures for?



The introduction of Qualified Electronic Signatures will help with the trust that needs to be placed in this technology, as will the greater acceptance of eSignatures by lenders (see Nationwide's recent announcement). As such it looks certain that eSignatures will increasingly enable matters to be progressed without the need for bundles of paper being sent around the country or world.

What the leaders are doing:

Facilitating the signing of Land Registry and Mortgage Deeds electronically.

What's next for most firms:

Start at the beginning where most other firms have. Speed up onboarding with eSignatures for Client Care Letters and TA forms, then using them for Contracts of Sale, and a Report on Title will come naturally.



Key Takeaways

Post-completion leads while Pre-completion lags

One of the most interesting aspects of the report is comparing the areas with highest and lowest digital maturity scores. Post-completion came out on top with a respectable **58%** while Pre-completion staggered in last with a meagre **30%**. A difference of **28%** is huge in this research. There are a few reasons for this.

Firstly, by comparison Post-completion is *relatively* simple, most of the time anyway, and is a collection of tasks often delegated to more junior staff. These types of fairly repetitive, lower value activities are always going to be among the first to be digitised and automated. Pre-completion by comparison is wholly more complex and requires deep expertise to navigate.

Therefore, digital post-completion solutions are more common and established. And from November 2022, digital AP1 submissions will be mandated by HMLR which is forcing the slowest digital adopters to move faster in this space – which basically means the laggards aren't dragging down the average as much as they will be in other areas.

The opportunities for Post-completion now are in advanced features that handle the more complex submissions, software that monitors and manages deadlines and interactions, and integrating these services into your CMS.

Pre-completion is in a very different place. A lot of the things that are being digitised are already relatively complex. Reporting on Title is the perfect example. Digitising activities like these requires much higher levels of expertise and are a bigger leap of faith for conveyancers to make, lest we forget that it is still people who use these tools and take responsibility for their output. Pre-completion also requires collaboration between multiple different parties (unlike Post-completion). This is inevitably more challenging as often you can only progress at the speed of the least progressive party. The lack of widespread adoption of platforms that aid collaboration is a reminder of this, just **4%** of respondents use them.

A positive sign is the **22%** of firms using digital dashboards to monitor and manage their work, as collaboration should then become an easier next step. Still there are tools for handling Lender Panel Management updates, verifying solicitor's bank details, and checking Lender Handbooks that are simple, effective, and easy to adopt. The biggest frustration is that all the productivity improving and risk reducing tools aren't being used throughout the bulk of the conveyancing process, where they could have the biggest impact. The potential time-savings here represent the biggest missed opportunity in the adoption of digital conveyancing tools.



CMS integration makes the difference

One of the biggest steps in digital maturity is actually one of the easiest. The best performing firms not only use more digital conveyancing tech but they have it integrated into the case management systems. This is a step that most firms can take quickly. The benefits are not just having the services that you need at your fingertips. Yes, ordering will be quicker and easier (avoiding logging on to multiple websites for a start), but data can be pre-populated to save time and avoid errors; searches, AML checks, and all manner of other documents can be returned to the relevant matter automatically, and even the costs of the disbursements can be automatically posted to the client ledger to avoid them going unbilled.

These integrations ensure that the conveyancer has a single source of truth for their work, everything up to date and in one place, and they have a digital audit trail of all the activities – which will keep the regulators happy too. Whatever stage of the journey you're at, integrating the tech you should makes it work harder and better for you.



Risk & Compliance casts a shadow

There's often an assumption that the digital tools in the conveyancing process are there to automate and speed up the administrative stuff. It can, and will, but there's also a big win to be had when it comes to managing risk and compliance.

Digital ID checks are a good example that has been widely adopted by **66%** of respondents. They are faster but they are also more robust and more accurate, checking things that a human couldn't or wouldn't. This is recognised and enshrined in HMLR's Safe Harbour standard, although only **40%** look like they're able to achieve this.

An even better example is the increased accuracy that can be gained from digital solutions that are fed by external data sets. Extracting and validating Land Registry data directly from HMLR when preparing Contracts of Sale (**3%**), Reports on Title (**24%**), or AP1 submissions (**51%**) will reduce the opportunity for errors that may prove costly later.

And as you can see from these percentages of adoption, there's plenty of room for more firms to benefit.

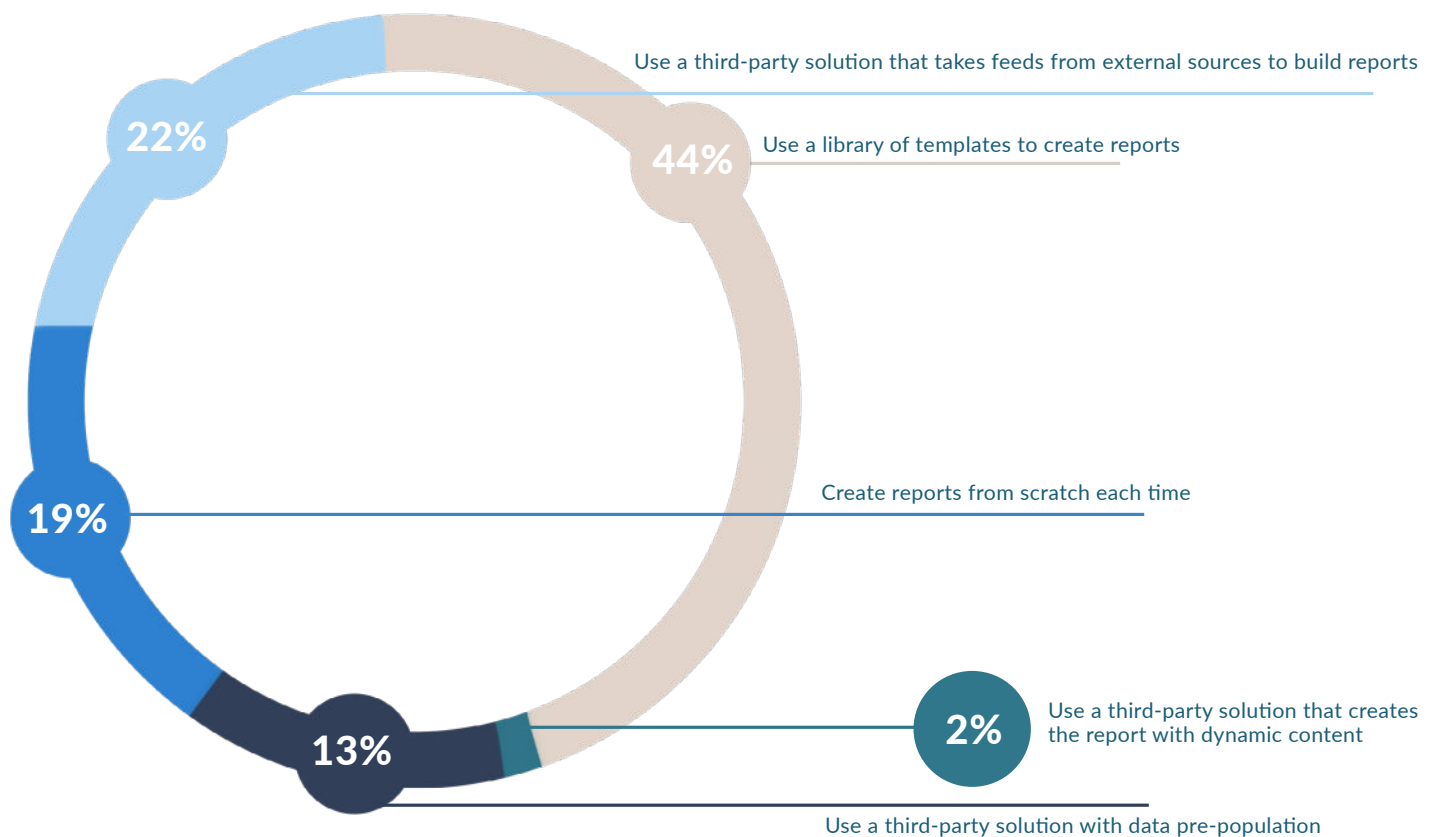
At a more basic level, using the right digital tools for verifying clients' Source of Funds and the authenticity of the solicitors bank account you send them to are easy wins.

You will also be aware that a new CQS Core Practice Management Standard came into effect on 1st May 2022, with compliance audits reviewing 40 assessment areas. In the opinion of CQS lead assessor Tracy Thompson, a firm using the currently available digital tools could aid compliance and improve demonstration of evidence in 11 of these areas.

The main takeaway here should be that several of the tools that can save you time can also reduce risk and improve compliance – there really can't be a much more compelling combination than this.

Report on Title: the bright spot

Perhaps the most exciting data in the survey relates to Reporting on Title. This is a complex task that requires a high degree of expertise to complete and is an essential step in the process. It's also highly visible with clients and time-consuming for conveyancers. However, this is an area where digital technology is adding value to one of the more challenging parts of the process with a high degree of success. **38%** of respondents are now using third-party software to compile these reports. The most advanced of these are automatically integrating data from searches and HMLR to deliver highly individualised reports to ensure accurate reports are generated more quickly.



There's obviously a long way to go in terms of adoption. **63%** of firms are presumably still plugging away in Word docs, but it's encouraging to see digital tools really adding value of conveyancers and not just reducing the administrative burden.

New Business

Let's get those price lists on the website. Online forms could smooth the process too. After that it does get a bit more complicated but lead management software integrated with your CMS and Onboarding solution is a proven way to increase conversions and speed up data gathering.

Onboarding

Digital ID checks if you don't already do them – they're faster, better and will reduce the risk of fraud. If you do have these then move to full digital onboarding with digital client questionnaires and TA forms to potentially knock days or even weeks off your onboarding time. Finally, Source of Funds tools can provide great insights into your clients' finances almost instantly and save you hours wading through bank statements.

Pre-completion

Digital Contract of Sale is simple, easy to do, and can automate a fiddly process with some nice added value features too. Getting a digital audit trail for the Lender Handbook and alerts for updates is an easy win. Lender Panel Management updates and alerts will change your life if you're the person who must chase everyone else in the team. Finally, Reporting on Title software is now well-established and has compelling benefits beyond time-savings.

Post-completion

Most firms have made good progress here so ensuring that the services you use for SDLT and AP1s are integrated with your CMS is a good next step. It ensures greater accuracy as well as making things run more smoothly.

eSignatures

Again, lots of progress here but time to really embed this technology in the process and go from Client Care letters and TA Forms to Mortgage and Land Reg Deeds.

Putting clients first

Any good business should be prioritising their clients' needs. The demand for digital services and support continues to rise as do people's expectations of them – often driven by their experiences in other sectors such as online retail, banking, and even gaming.

It's important to make a good first impression, and with home moving this starts before the conveyancing process even begins. However, only **37%** of firms have invested in digital tools to manage inbound enquiries, whether that's using online forms or deploying specialist lead management software. The other **63%** are managed through phone calls and emails. A balance with the personal touch is important but clients expect information and responses quickly and digitising smartly can definitely help.

The use of digital to improve the Client Onboarding process has certainly gained more traction though. **66%** of law firms are using a digital solution for their ID Verification; **40%** are doing so for Source of Funds checks; around **38%** of firms are using digital client questionnaires and TA Forms. These tools can make the process much quicker and more convenient for home movers, while making it quicker and reducing risk for conveyancers: a neat win-win.

However, once the process is underway the norm seems to be to revert to phone and email for updating clients or their agents on their matter's progress. Only **18%** of firms use a digital portal to enhance this communication. It's possible that automating updates at this stage is hindered by the fact that Pre-completion is not only more complicated but also less digitally mature than New Business and Onboarding.





The collaboration chicken & egg



Maybe the biggest consternation presented by this data is the way it highlights the problem of collaboration. There are a small number of firms using digital platforms to manage enquiries and the exchange of documents with other solicitors. However, greater adoption is hampered by... low adoption. If you were the first one of your friends with WhatsApp you understand the problem. Over time this will change but it relies on both the proliferation of the technology and the desire to collaborate more effectively between all parties in the conveyancing process. The latter point is a human and professional challenge and one that historically doesn't seem to be easily overcome. Advances in the technology available will continue to be a facilitator and a catalyst for collaboration but it is also a challenge for every firm and the industry as a whole.



The last word


We hope you've found looking at this research as fascinating as we have conducting, analysing, and sharing it. It paints a picture of an industry where a significant minority are quickly adopting tools and practices that can save them time, reduce risk, and improve their ability to serve their clients. They're prioritising not just the low value administrative tasks that are easy to automate, but also targeting complex and highly visible activities like Reporting on Title to reduce the considerable time it takes to produce client facing documents.

The chasing pack are some way behind these leaders. The Digital Maturity Scores, based on the average scores by stage of the process and for individual firms, tells us that this is the case. It is only really in Post-completion where less complex processes have been focused on, and government mandates have had an effect, where we can see the average scores have been raised. This poses the question; what needs to happen to drive greater digital adoption more quickly?

The structural changes in the industry may help; there is a natural cycle of consolidation and start-ups in the legal sector. The larger businesses are more digitally mature than average, but the most digitally mature businesses were smaller single-office firms. The big businesses will continue to look to unlock economies of scale with technology. Small firms will increasingly use technology to remain competitive. The number of less agile, less forward-thinking firms will continue to shrink. The growing integration of more digital conveyancing services into CMS' will also push us towards a tipping point more quickly. It's the one thing that makes digital adoption both easier to do and more effective when you've done it.

Over the coming years we'll continue to monitor and analyse this data and share insight with you to help you on your digital conveyancing journey.

Research methodology



The Digital Conveyancing Maturity Index is a new research survey from InfoTrack designed to assess the digital capabilities of law firms and conveyancing practices. We surveyed more than 200 law firms across England and Wales. Respondents were mid to senior level staff from law firms, including Partners, Heads of Conveyancing, Directors, and Practice or IT Managers.

How does the scoring system work?

Scoring points

For each question we considered the least digital option that might reasonably be used and the most digital option available on the market. We then broke down the steps from least to most mature and awarded incrementally more points from 0 (least) to 4 (most).

In two instances we awarded points for every example of when a digital solution was applied to a particular use case in the conveyancing process e.g. respondents scored 1 point for each example of offering eSignatures to their clients in their process.

Points of weighing

Not all parts of the conveyancing process that we surveyed carry equal weight nor do they necessarily have the same number of digital options available to them. Therefore, our weighting of scores by section reflects the importance of this stage to the conveyancing process and the level of digital sophistication that could be achieved.

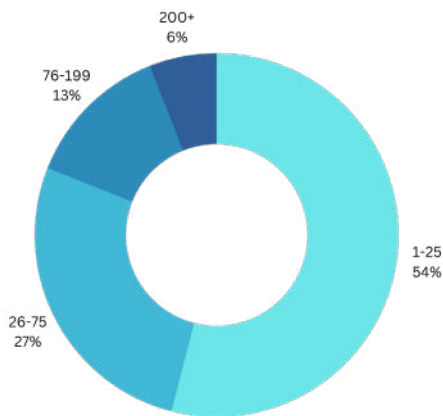
- Onboarding is not weighted as the high number of questions for the section means that as a stage of the conveyancing process it is appropriately represented.
- Pre-completion is upweighted because, although there are less areas of digitisation to explore and their importance and relevance as a marker of digital adoption are higher, it is such a large part of the process.
- Post-completion is upweighted as the survey included relatively less questions about it and therefore less opportunity to score points even though this is a key stage with a clear digital pathway.
- New Business and Communication is not weighted as it is a non-core element of the conveyancing process.
- Integrations, eSignatures, and digital records is upweighted as although it's a smaller section it covers a number of important aspects that are foundational to the adoption of digital conveyancing.

Who have we surveyed?

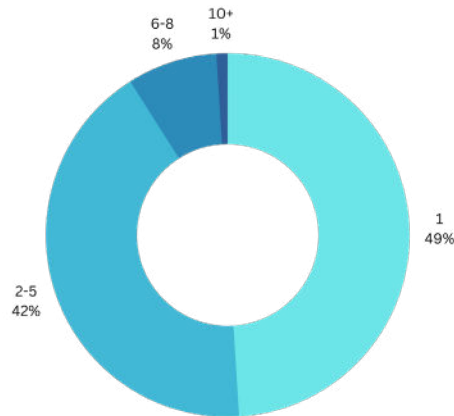


While all data is anonymised, we can share the type of firms who responded to show how data was collected from law firms of different sizes and models to gain an accurate picture of the industry. It is likely the results are slightly skewed towards more digital firms as those who are less digitised are unlikely to have completed the survey.

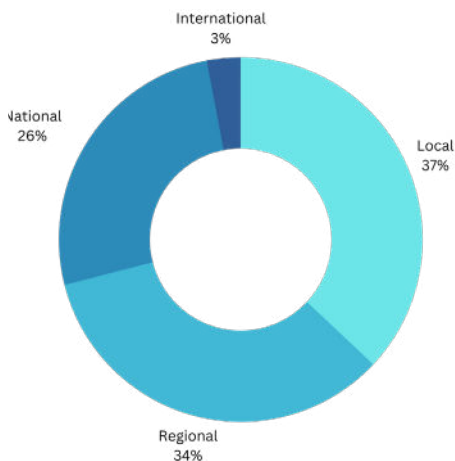
Size of firms



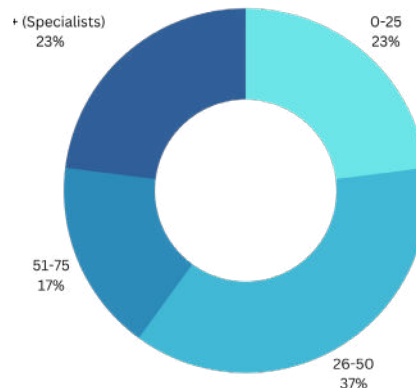
Number of Offices



Coverage



% Conveyancing



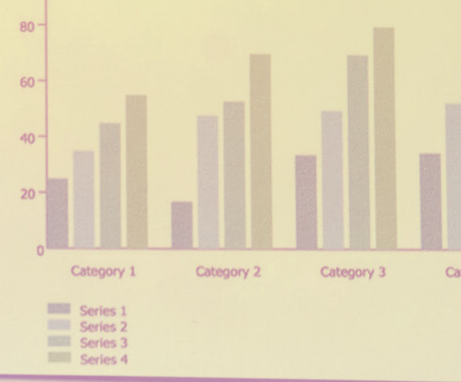




Category 1	60	65	70	55
Category 2	90	98	65	50
Category 3	120	110	80	70

Values

150



Less than 5,000
5,000 to 9,999
10,000 to 14,999
15,000 to 19,999
20,000 to 24,999



Author

Sam Jordan

Sam has been Chief Operating Officer of InfoTrack UK since 2021. Prior to this he led consulting businesses in both the UK and US. His focus was on digital growth strategies for multinational businesses in the technology, media, and business services sectors. Sam has authored numerous reports and articles as well as overseeing major research projects.



Lead Researcher

Bronwyn Townsend

Bronwyn joined InfoTrack in 2016, shortly after the business launched in the UK. She has contributed to the company's growth throughout with her role in the marketing team, progressing to become a Senior Marketing Manager. Her blend of marketing and analytics skills alongside a background in journalism support investigation into market trends and industry developments.



Thank you.

The Digital Conveyancing Maturity Index and this report were conceived and created by InfoTrack UK. The research will continue on an ongoing basis, and we look forward to sharing more in the future as we track the development of digital solutions for the conveyancing industry. If you have not taken the survey, it will take approximately ten minutes and is available at www.digitalconveyancingmaturityindex.co.uk. All participants receive a free individualised Digital Conveyancing Maturity assessment and score.

InfoTrack would like to thank the following organisations for their support in conducting this research as well as the hundreds of individuals and firms that have participated. We very much hope that this project will help you on your digital journey and improve the conveyancing process for everyone; from legal professionals to home movers. With that aim in mind, regardless of who you choose to partner with on this adventure, we wish you every success.



InfoTrack is a specialist Legal Technology provider and a pioneer in the creation of specialist digital conveyancing software.

www.infotrack.co.uk

