

Shulmans solicitors reduces operational costs of compliance by more than 45% and increases productivity by 100%, using GB's ID verification application, URU™, integrated within TikitTFB's Partner for Windows

In conjunction with GB Group, TFB is able to offer Partner for Windows users a seamless ID verification service that ensures they can perform robust anti-money laundering (AML) checks, from within Partner for Windows using GB Group's ID verification solution, URU.

One of the earlier adopters to benefit from this integration is Shulmans solicitors, who are one of the top, full service, commercial law firms in Leeds, advising clients from small businesses to major plcs. Shulmans solicitors was founded in 1981 and now employ over 90 staff, including 40 fee earners and 14 Partners. Shulmans prides itself with a commitment to both innovation and embracing current technology developments, in order to deliver business efficiencies, reduce costs and deliver outstanding service.

THE CHALLENGE

With the introduction of Money Laundering Regulations in 2007 and the implementation of the 3rd European Money Laundering Directive, meeting compliance regulations is placing a heavy burden on the legal sector. In the current climate, the industry is becoming increasingly competitive and as a result, fees are being driven down, and firms are consistently being forced to look at creating business efficiencies, through automating processes and reducing overheads in order to cover potential reduced revenues.

Verifying their clients' identity forms a fundamental building block of Shulmans' client acquisition strategy and enables the firm to meet the latest AML obligations - but it can be costly.

This was most evident in the QCAS (Quality Conveyancing at Shulmans) division, which deals with volume re-mortgages and volume transactional conveyancing, for the UK lending, estate agency and house-building industries. This amounts to an average of 4,000 transactions per month. A big challenge when combined with a service level agreement that an ID check must be conducted on the same day as the instruction is received.

Initially Shulmans identity verification process was completely paper-based, which required the QCAS administration team to see two proofs of identity for each client. As Head of QCAS, Victoria Marshall, says "With an average of 4,000 cases a month this was extremely labour intensive, and required a high level of staff training, with reliance being placed upon staff to understand what documentation was required for compliance purposes and being able to spot potentially fraudulent documents."

Additionally, with the volume of original documentation and paperwork being held at any one time and documents being sent through the post (which could get lost) this was high risk, and could be costly if an original had to be replaced.

The firm recognised quickly that a paper-based, manual ID verification process was an expensive, slow and risk-prone way to meet their compliance requirements and in 2005, introduced an electronic ID verification (eIDV) tool to streamline the

FIRM SPECIALISM

Full Service

LOCATION

Leeds

PARTNERS

14

SOLUTION DEPLOYED

URU Identity Verification software integrated within Partner for Windows case management



CONTACT

Sales: 01489 609010
Email: tfb@tikittfb.com
Web: www.tikittfb.com

Postal Address:
1-2 Kingdom Close
Kingdom Business Park
Segensworth East
Fareham
PO15 5TJ

A PARTNER FOR WINDOWS CASE STUDY

process. The system was a web-based, stand alone ID verification solution and the firm were able to reduce the time taken to complete an ID check down to around 6 six minutes. However the system was not integrated into Partner for Windows and the process still demanded double keying of client information, and was relatively labour intensive.

With Shulmans' continuous drive to deliver high standards of service, speed and value for their clients and at the same time always looking to reduce overheads, this system simply wasn't enough. Shulmans continued with the search for an ID verification solution that could ensure their compliance processes were even more streamlined, automated and cost efficient.

THE SOLUTION

Shulmans had been using Partner for Windows since 2003 in their QCAS division, so it was a logical choice for them to select TikitTFB's preferred ID verification solution, URU. The firm had no additional integration costs and was able to use the newly integrated ID verification service as soon as it was available, from within their existing case management system.

Powered by GB's innovative ID3 technology, URU is already a market leading solution in gaming, finance, telecommunication and recruitment sectors. It cross references basic client identity information against more data sets than any competing system and offers match rates in excess of 97%, confirming that a firm's clients really are who they say they are.

THE BENEFITS

- GB's identity verification URU helps to increase operational efficiency with an uplift of 100% in productivity, with no double keying or duplication of work required
- Shulmans now take less than three minutes to confirm a client's identity with URU as part of their Partner for Windows system, compared to six minutes with their previous stand alone eIDV system
- URU reduces the cost of compliance with FSA money laundering regulations and JMLSG Guidelines by over 45% when compared to their previous eIDV system. They have reduced their staffing overheads as a direct result of the introduction of faster processes and the integration of URU into their case management system
- URU is able to verify 87% of Shulmans' clients immediately by just using basic identity information (name, address and date of birth). Therefore the client experience is vastly enhanced with the majority of people not having to provide documentary proof of identity

"Our AML compliance systems are more streamlined and semi-automated - which makes it more scalable and easier to allocate resources accordingly in order to manage the peak and troughs in our business, than it was when the process was labour intensive."

Head of QCAS, Shulmans

ABOUT TIKITTFB

With more than 30 years of dedication to the legal profession, TikitTFB supports over 600 legal practices throughout the UK with managing risk, ensuring compliance and enhancing profitability using our award-winning Partner for Windows Practice and Case Management system.

Partner for Windows uses industry standard Microsoft technology, enabling the software to be smoothly integrated into existing infrastructures. Catering for firms of all shapes and sizes, Partner for Windows provides a flexible and comprehensive solution which can be readily tailored to meet the needs of practices now and in the future.

Part of the Tikit Group, provider of IT services and software to 90% of the UK's top 100 law firms, TikitTFB is well positioned to make magic circle technology accessible and affordable to large regional and high street firms.

ABOUT GB GROUP

GB Group provides technology to create an environment of trust so that organisations can connect, communicate and transact with consumers safely, responsibly and profitably. We call this Identity Management. GB Group has three complementary offerings:

- Identity Verification
- Identity Capture, Maintenance and Tracing Solutions
- Identity Analysis

CONTACT

Sales: 01489 609010

Email: tfb@tikittfb.com

Web: www.tikittfb.com

Postal Address:

1-2 Kingdom Close
Kingdom Business Park
Segensworth East
Fareham
PO15 5TJ