

## Simplifying payroll & compliance for UK conveyancing group

### BACKGROUND

- Simplify is the UK's leading independent conveyancing and property services group. Together with their introducing partners, they help hundreds of thousands of families move home every year. Five law firms and seven law brands deliver more transactions than its four nearest competitors combined.
- Their ambition is to simplify moving, utilising technology, sales and legal expertise and outstanding customer care.



### CHALLENGES

- **Ensuring compliance** was challenging due to historical processes and systems.
- **Establishing an infra setup** was complex without the local presence and expertise in India.
- The need to work with partners who can **scale their operations** to support client growth and meet future needs.

### SOLUTION

- Frequent involvement between senior leadership and the client to ensure their needs were met.
- HR Single Point of Contact provides dedicated support.
- Onsite management provided via a named contact within TeamLease.
- Bi-monthly helpdesk sessions introduced to gain early sight of issues and identify solutions.
- Customised paperwork to client specifications.

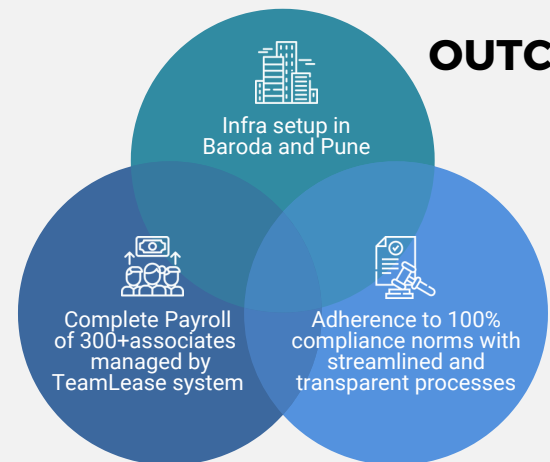
### The client speaks...



“**TeamLease has been supportive of our needs.**”

Our working practices mirror those in our UK team. This means we often require subtle changes to the operational practices and procedures that TeamLease usually follow, as well as 'out of hours' support. Through clear communication and collaboration, we have been able to find a workable solution in almost all cases.

### OUTCOME



#### Industry:

ITES / BPO / Call Centre / KPO / RPO / Med Trans