

Bate & Albon Taking Advantage of poweredbypie's Search Solutions.

Bate & Albon is a specialist real estate law firm with offices in Brighton and Worthing. Bate & Albon's 15 strong team cover all aspects of property law, but with a strong focus on transactional commercial and residential property matters.

Phaedra Cassillis, consultant legal executive, Bate & Albon confirms: "Our aim is always to surpass our clients' expectations by combining expert but pragmatic advice, with genuinely excellent client service levels.

"I have worked with PSG Connect Ltd (PSG) for search ordering solutions since set up, about 15 years ago! In 2017, Property Information Exchange Ltd (PIE), creator of the market leading brands poweredbypie and Brighter Law, merged with PSG to create a new legal services force in the conveyancing industry. As a result, this summer, we were able to take advantage of the latest technology by migrating over to poweredbypie's search ordering platform within the Brighter Law Suite.

"The migration couldn't have been easier! Jack Percival, account manager, demonstrated the updated platform and we could see how the new interface had been enhanced to make ordering searches faster and more simple. The poweredbypie system was installed and Jack and his colleague trained our team and set up each individual user in just a couple of hours. The interface is so user-friendly our staff were up to speed very quickly.

"I usually order a mixture of about 5-6 residential and commercial search packs each month. Overall our conveyancing team are ordering around 25 per month but this can vary depending on demand. For residential sales these include: local, water, environment, chancel and more recently mining searches. Our account manager has set us up with a really good package so we just have to click one box to order all the searches at the same time. For commercial property transactions, requirements can vary so we can simply select the searches we need.

"The poweredbypie interface has a number of key enhancements. There are more ways to search for a property for example. We can pull up title deeds from the Land Registry even if we don't have the title number. This is useful for new builds or where the full information may not be available.

"The messaging service is helpful too. If we need to check on when an individual search is due to come back, we can go into that case and all the details are included in the message automatically.

"We also now have access to the Concierge service. This is great for big commercial developments where we might not know what searches are needed. Using the Concierge service, we can provide accurate quotes for more complex property transactions with help from poweredbypie's dedicated team.

"We are pleased now to be able to take advantage of poweredbypie's search solutions as it enables us to provide an even better service to our own clients."

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