

Innovators of the Year – Suppliers

(formerly Innovation in Service)

This Category is open to legal suppliers ONLY

The conveyancing profession is in the midst of a period of change with digitisation, technology and innovation firmly on the agenda. We have seen an influx of innovation from start-ups to established market players, across searches, identity and anti-money laundering tools, onboarding and case management apps, end-to-end transaction progression services, and much more.

This award will recognise organisations who are making a material change to their clients' ability to deliver legal services, clearly identifying key issues and delivering innovative solutions with clear engagement from the conveyancing profession.

The winning submission will demonstrate how they enhance customer service, efficiency, productivity, and/or effectiveness of conveyancers, other stakeholders and/or the home-mover.

Criteria:

The winner of this award must demonstrate over the last 12 months:

- the issue the product or service seeks to solve and how the concept of their solution was conceived
- how the product or service works in practice in enabling a better working environment for their clients and/or the customer journey
- evidence of engagement and adoption from the profession
- evidence of quantifiable competitive advantage from users/adopters
- a clear development plan to enhance the product or service offering, where relevant utilising user feedback

Entrants for this category are strongly encouraged to include a case study to support their submission.