

Building a Scalable, Digital Conveyancing Operating Model for Leading Law Firm

This is our story of enabling a leading UK law firm to [scale conveyancing operations](#) through a digitally enabled, [Generative AI \(Gen AI\)](#) and analytics-led delivery model that established governance, transparency and resilience – resulting in faster turnaround times, consistently high accuracy and the ability to absorb demand spikes without compromising customer experience.





The Industry Landscape: Re-inventing Conveyancing Operations in Legal Services

Conveyancing is one of the most volume-intensive and risk-sensitive processes within [legal services](#). Rising transaction volumes, tight completion timelines and increasing regulatory scrutiny place sustained pressure on law firms to deliver speed and accuracy at scale. Many firms continue to rely on manual reviews, fragmented workflows and limited performance visibility, creating bottlenecks and inconsistent client outcomes.

As demand fluctuates with market conditions and regulatory changes, leading firms are re-thinking their operating models. The focus is shifting toward digitally enabled delivery, standardized governance and analytics-driven capacity planning to ensure resilience, transparency and cost-efficiency without diluting service quality.

The Client Challenge: Scaling Without Visibility

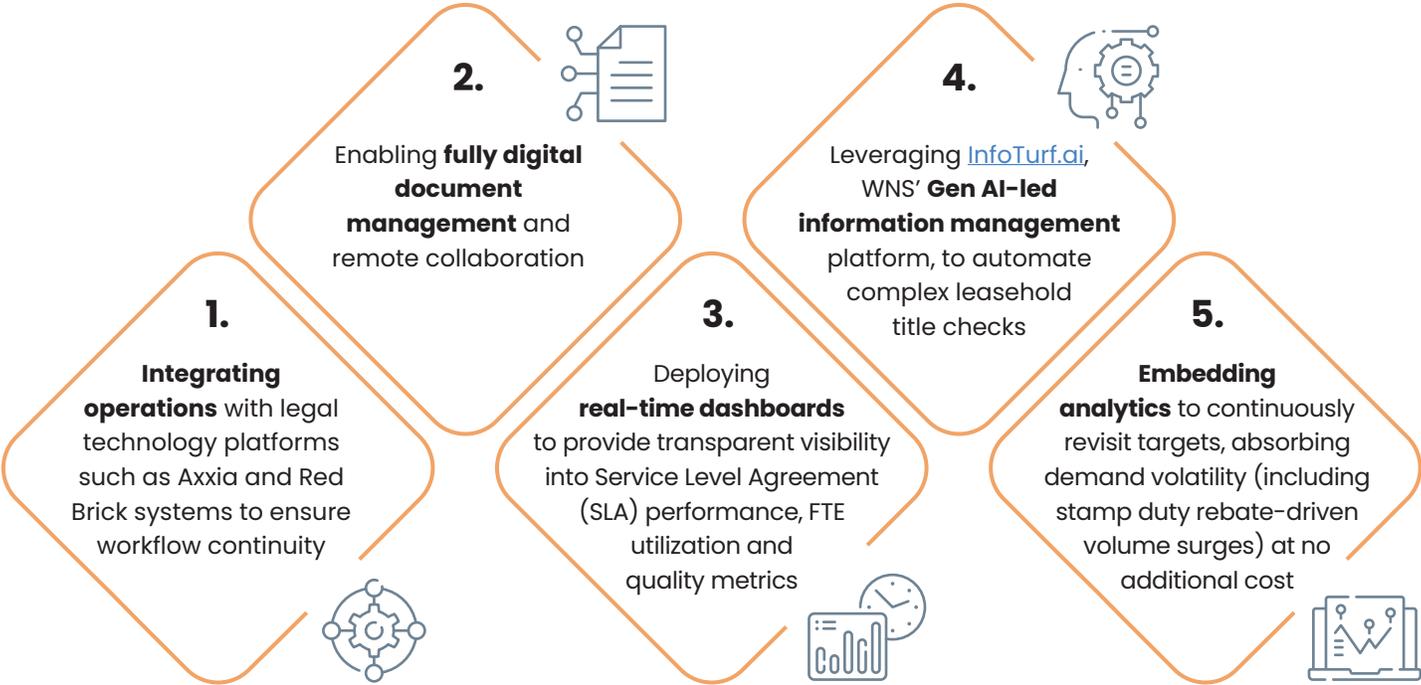
The client faced growing complexity and volume in its conveyancing operations and needed a partner that could deliver both agility and scale.

Limited visibility into turnaround times, Full-time Equivalent (FTE) utilization and quality metrics was driving inefficiencies, slower processing and inconsistent customer experience. The challenge was compounded by the need for accelerated go-live timelines and uninterrupted service continuity as market volatility tested operational resilience.

The Solution: A Phased, Governance-led and Digitally Enabled Delivery Model

WNS collaborated with the firm to re-design and scale its conveyancing support processes through structured transition planning, standardized governance and digital-first operations. The model combined process re-engineering, legal-tech integration and embedded analytics to deliver speed, accuracy and transparency from day one.

The transformation was centered on:



This approach resolved immediate operational challenges while laying the foundation for scalable, analytics-led conveyancing operations with continuous governance.



The Outcome: Scalable Delivery with Sustained Quality and Client Confidence

The transformation delivered a resilient, high-performing conveyancing operation with full transparency and control. The firm gained real-time visibility into performance and capacity, enabling improved planning, stronger compliance and a consistently positive client experience.

Beyond near-term efficiency gains, the engagement positioned the firm for long-term scalability and digital maturity, allowing it to flex capacity, manage market volatility and maintain competitive differentiation without incremental overhead.

Key tangible outcomes included:

~80 percent
of end-to-end conveyancing processes managed by WNS, freeing client's time and resources

>99 percent
accuracy rate, reflected in an exceptionally low 0.7 percent requisition rate from the Land Registry, independently validated through third-party monitoring

9+
Voice-Of-Customer (VOC) scores year-on-year, reflecting sustained client satisfaction

FTE utilization exceeding billed capacity by **50-58 percent** during peak months, demonstrating scalability

20 percent
reduction in time spent on title checks, freeing senior conveyancers to take on more complex revenue-generating work

About WNS

WNS, part of Capgemini, is an Agentic AI-powered intelligent operations and transformation company. We combine deep domain expertise with talent, technology, and AI to co-create innovative solutions for over 700 clients across various industries. WNS delivers an entire spectrum of solutions, including industry-specific offerings, customer experience services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses. WNS has 66,085 professionals across 65 delivery centers worldwide, including facilities in Canada, China, Costa Rica, India, Malaysia, the Philippines, Poland, Romania, South Africa, Sri Lanka, Turkey, the United Kingdom, and the United States.

To know more, write to us at marketing@wns.com or visit us at www.wns.com

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