

Achieving quiet revolution

Land Registry



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Hedra, a Mouchel Group company, has helped Land Registry to become a recognised leader in its field.

What was the challenge?

Land Registry is going through a period of significant change, both in terms of the services it provides and how it functions as an organisation. Its objective is to transform the conveyancing process and make the experience of buying and selling your house more open and customer-focused. This means that the organisation has to remodel itself as changes are needed to the business model and service environment.

Hedra, a Mouchel Group company, has been Land Registry's strategic partner throughout the transformation process. Land Registry has an excellent track record for managing internal projects. However, the scope and scale of the initiatives that it has undertaken are much greater and offer more complexity than any previous programme.

Hedra's role provided advice and guidance on how best to take advantage of the opportunities for change and growth contained within Land Registry's organisational blueprint and operational model and to help Land Registry to manage the accompanying challenges and risks within each project.

How did Hedra support Land Registry?

eConveyancing is an online service that will replace the outdated paper-based system of transactions. Hedra helped Land Registry to avoid the trap of being technology-led and focused instead on developing and delivering a product to suit customer and market needs. Hedra also helped to define the front and back office support arrangements required to realise benefits for the public and other stakeholders.

When Land Registry sought to improve customer service by moving from a transaction-oriented approach to a more commercial, customer-driven service model, Hedra helped it to develop an overarching customer management strategy to align its customer-facing activities and provide a more coherent customer experience.

The Human Resources Advance project was designed to achieve radical improvement in Land Registry's human resources management processes, increasing productivity and reducing running costs. The SAP-based enterprise resource planning (ERP) solution managed by Hedra has helped to transform the way Land Registry performs daily HR administration activities.

What was achieved?

With Hedra's assistance, Land Registry is broadening its service offering, adding to the way it manages customers and ensuring that the new ways of working being introduced maintain the organisation's high levels of effectiveness.

Through a partnership approach, Hedra has helped Land Registry to realise the full business-enhancing potential of each project and maximise the delivery of benefits to stakeholders.

With a greater understanding of its customer base, based on behaviours and needs, Land Registry is in a position to realise the potential value of the data it manages and develop new commercial, non-statutory services that can generate additional revenue streams, reducing the cost to the tax payer.

The ERP project provides an excellent example of how in-depth technical expertise can be combined with public sector-focused business knowledge to help deliver a complex SAP implementation.

The new multi-channel approach to conveyancing means that customers are able to select the route which best fits their business needs, improving transaction efficiency and customer satisfaction. With a strong focus on knowledge and skills transfer, Hedra helped Land Registry to acquire the organisational capability to sustain and enhance the ERP solution in the future.