



# Managed Services

## For when your time can be better spent

### Reduce your search administration time by up to 90%.

Preparing, processing and managing all the searches for a portfolio is time consuming and usually involves several secretaries, paralegals and a partner. Using the TM managed services means the TM Processing team administers your searches for you to download when they are ready.

#### Flexible service

- Project specific search templates remove the risk of human error and help speed up the ordering process
- Instruction audit trail, maintained by the TM processing team, helps you to monitor costs and progress
- Completely scalable solutions suitable for any size project from 10–2000+
- Especially suitable for social housing securitisation, commercial property and plot sales.

**The success of the managed service lies in the strong working partnership we develop with you.**

#### What we do...

- Assign a dedicated Account Manager to your business
- Create bespoke project templates
- Provide advance cost summaries
- Upload existing scanned plans
- Create Ordnance Survey digital plans where necessary
- Highlight mining or other alerted searches
- Manage any enquiries raised by data providers
- Maintain contact by email
- Maintain an audit trail of instructions
- Create and maintain management information reports.

#### To help you...

- Increase efficiency – achieve more with fewer people
- Save time and costs for your firm and your client
- Reduce risks – locked down, project specific search templates.

[www.tmggroup.co.uk](http://www.tmggroup.co.uk)

Customer focused. Technology driven

## Case study: Commercial property

TM imported and validated 52 addresses and created 52 electronic cases within the portfolio in 20 minutes.

To facilitate this TM:

- Created a specific search ordering template defining not just the searches but the detail of Part II enquiries and further questions
- Assigned specific members of staff to have access to and work on the portfolio.

### This portfolio took 7 hours to complete:

- 52 addresses
  - 52 electronic case plans
  - 312 searches
- = 8 minutes per address

**We were very happy with the service TM provided in relation to a portfolio purchase (114 properties) where we were required to work to a tight timescale. The help from TM allowed us to both manage the searches on the portfolio and continue with other work at the same time. Without the service that would have been impossible and would have made things very difficult for us. TM were quick to respond and excellent at following up with us, providing continuing support.**

Suzanne Gill, Partner at McGrigors

## Case study: Residential property

A Manchester based practice was faced with a portfolio of 60 properties at very short notice with the added dilemma that a senior secretary was absent from the office. With no internal resource available to call upon, the partner was reliant upon TM Managed Service.

Within 72 hours notice:

- TM arrived on site to consult with and agree the best approach to process the portfolio
- Prepared the address data for the 60 properties
- Set up the portfolio and worked with the partner to validate the addresses
- Created a portfolio specific search template
- Supported the preparation of the case plans
- On site to oversee the release of over 120 searches.

### This portfolio took 4 hours to complete

= 4 minutes per address from data entry to search order

**We've used the Managed Portfolio Service on several large transactions and it takes much of the administrative headache out of ordering searches. TM work with us to prepare the property details and support us when mapping the properties. All of the searches are ordered quickly and efficiently and TM refers back to us if there are any queries. It saves a lot of time compared with the traditional way of ordering searches for portfolios.**

Katharine Fenn, Denton Wilde Sapte

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