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## Pitmans improves client service with *Safe4* document delivery

[Pitmans LLP](#) of Reading, London and Southampton are a key partner involved in many new home development projects across the South of England. They are passionate about their Residential Development and New Homes offering, fostering a commitment to excellence that has established a solid reputation as the most respected and driven property team in the South.

Over the past eighteen months, [Pitmans' New Homes](#) department has made secure online delivery of documents a key part of their offering, in order to support the continual improvement of their conveyancing and property related services. To achieve this they asked [Safe4](#) to help ensure their document delivery was timely, reliable, secure and fully compliant with regulation and best practice. Today the *Safe4* service is being rolled out more widely within Pitmans as each department looks to state of the art technology to offer pro-active, effective and efficient services in order to better serve their clients.

*Safe4* provides an online document delivery and storage solution with a secure connection through the internet to *Safe4*'s ISO 27001 accredited data centre. It is straightforward for practitioners to upload confidential documents and files safely to the *Safe4* vaults, where they and designated other users can get secure access from anywhere there is an internet connection. This makes it ideal for exchanging documents, such as for a property conveyance. Savings are made on mail, courier or DX costs and reducing the number of times a document needs to be printed also significantly cuts print costs. Delivery is instant and, in contrast to most email, is totally secure.

Helen Rogers, Head of New Homes at Pitmans, sees speed and reliability of delivery as a compelling dynamic of the *Safe4* solution "Fast response time is of clear benefit for both us and our clients. Before we adopted *Safe4* it might have taken several days to produce and deliver hard copy documents. Now we can get the paperwork to those who need it within the hour, enhancing our proactive service approach and helping to meet key time deadlines. Our clients also value the 24/7 self-service functionality, reducing their need to request documents from our team."

With *Safe4*, security accompanies speed. Conventional email, though widely used by some, is inherently insecure as noted by the SRA in their compliance guidelines. File size limits on

email often stop larger documents getting through as well. The *Safe4* solution always means there is a secure connection between Pitmans' clients and the *Safe4* vault with no chance of third parties eavesdropping.

Other security measures built into *Safe4* give the ability to ensure users only have access to the documents they need to see and to view audit trails to confirm that other parties have accessed documents. *Safe4* also complies with recent SRA guidelines on "cloud" security and successfully participates in the government's CHECK scheme for IT security, under the auspice of GCHQ at Cheltenham. *Safe4* underwent its first assessment under the scheme in May 2014 and passed comprehensively.

Pitmans' New Homes team also found *Safe4* easy to use, noting that the folder and file structure of the vault made it very familiar and very intuitive for everyone. This has led to fast adoption and an easy integration to the department's business routines.

"*Safe4* has more than paid for itself with savings in information pack costs" said Helen, "let alone the contribution to faster client service and efficiency in our internal routines".

Pitmans has been delivering solutions to their clients for well over 150 years, providing the technical expertise and professionalism they need, in a way that is easy for clients to understand. Using [Safe4](#) further facilitates their delivery of astute, efficient and effective legal solutions.

#### Further Information

Paul Heath, Safe4: [paul.heath@safe-4.co.uk](mailto:paul.heath@safe-4.co.uk)  
0845 094 8045

Richard Milner, Pitmans LLP: [rmilner@pitmans.com](mailto:rmilner@pitmans.com)

Pitmans LLP: <http://www.pitmans.com/>

Pitmans New Homes: <http://www.pitmans.com/services/new-homes>

*Safe4*: <http://safe-4.co.uk/>