

## Napthens Takes Advantage of poweredbypie's Concierge Service for Property Searches

Napthens LLP has around 240 staff operating from offices across the North West including: Lancashire, Blackburn, Blackpool Cumbria and Merseyside. The staff pride themselves on being professional and approachable legal advisers, offering a service based upon relationships. Napthens' strength is in its people. They are professional, yet friendly and approachable and provide the level of experience and expertise that you might expect from a major City law firm.

Yasmine Dragan, paralegal apprentice from Napthens Solicitors, has used poweredbypie's Concierge service to order searches for commercial property transactions for around six months.

poweredbypie's Concierge service is a fully managed end-to-end administrative solution, designed to support complex commercial, agricultural or new build transactions. The bespoke Concierge service processes searches, removing the need to make multiple enquiries from many report suppliers, which can be particularly helpful when it comes to complex transactions. Poweredbypie's specialists can map sites, chase searches and ensure they are delivered on time. A dedicated Concierge is appointed to handle each case from start to completion.

Yasmine Dragan explains: "I order between six-ten search packs per month for transactions based all over the UK, through poweredbypie's Concierge service. In our department myself and another colleague also use the Concierge service. The main driver is that because we are a busy department, it saves us time.

"For straightforward property transactions I can simply order searches online. However, due to the nature of commercial work, sometimes plans can be slightly more complicated and so I often rely on poweredbypie's Concierge service to work on providing the information I need, while I focus on the day job!

"I order the main six searches on a regular basis: Local Authority regulated searches, water and drainage, environmental, highways, transport and mining. The process is very straightforward, I just email over the type of plan or address of the property and a list of the searches I need. The system allows me to generate an upfront quote via a proforma invoice. The searches are returned within a week or anything up to three weeks depending on the situation.

"The Concierge service is great because if I have any questions or issues I can simply pick up the phone and speak to someone who can help. It's one element I can outsource confidently, to free up my time for other tasks."

Vanessa Moscardo-Parker, sales director, poweredbypie confirms: "A key benefit of poweredbypie's Concierge service is our ability to provide exact search costs upfront. One of the issues our customers face is that commercial sites tend to be large and have multiple parcels.

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With our competitors this sometimes means the original price isn't always the price the customer ends up paying. However, we are able to provide accurate pricing information at the outset and understanding of an upfront quote is particularly helpful for our clients.

“As an organisation, our purpose is to deliver market-leading technology backed up by experienced support, to enable law firms to focus on their client work and growing their businesses. Our tailor-made Concierge service is accurately priced, helps improve processes, streamline workflows and support due diligence. Every case is different and our experienced staff help increase efficiency, manage delays, ensure compliance and reduce risks. Many of our clients think of us as an extension to their own team.”

For further information please see: [www.poweredbypie.co.uk](http://www.poweredbypie.co.uk)

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