

# SearchFlow wins Search Provider of the Year at the 2019 Modern Law Conveyancing Awards

Submitted by: Peptalk Communications

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SearchFlow (<http://www.searchflow.co.uk>) – the UK's leading provider of search solutions and legal reports – is delighted to announce it has won the Search Provider of the Year category in this year's Eclipse Proclaim Modern Law Conveyancing Awards (<https://www.mlconveyancingawards.co.uk/>).

Announced at the awards' gala reception in Liverpool, SearchFlow were delighted to accept the award in recognition of a programme of transformation to ensure exceptional levels of customer service.

The judges recognised that the transformation has been underpinned by the launch of a new online ordering platform, process re-engineering for improved efficiency in dealing with dealing with customer interactions and significant focus on training. This includes a dedicated training programme for all customer-service personnel complemented by a framework for mentoring, coaching and quality assurance. There is now even a new peer-to-peer team awards programme to celebrate behaviours that go above-and-beyond.

This transformation programme has already seen the conveyancing search specialist win two accolades – Gold and Silver – at the last Customer Experience Awards, have just been short-listed for the 'Professional Services' and 'Use of Technology' categories for this year's celebration. SearchFlow was also shortlisted for the Modern Law Conveyancing Awards 'Outstanding Commitment to Training' category.

Tracy Burtwell, Sales Director at SearchFlow said: "We are all delighted to win the Search Provider of the Year award at this year's Modern Law Conveyancing Awards. Having completed a programme of significant transformation that ensures we are leading the way with customer engagement, be that through our products or our people, we are proud and delighted to be recognised by our industry peers for the hard work and dedication shown by the entire SearchFlow team over the last 24 months.

"The roll-out of our new online ordering platform has been a major aspect of this programme. It's been so well received by our customers so to now receive acknowledgement at the Modern Law Conveyancing Awards is the icing on the cake. I would like to congratulate everyone in the business for making this award possible."

With more than one million conveyancing searches and legal reports run every year for over 2,000 legal clients across England and Wales, SearchFlow is regarded as one of the leading providers of comprehensive searches, surveys, identity checks and conveyancing insurance solutions and prides itself in working in partnership with its clients to provide solutions that enable competitive advantage.

For more information on SearchFlow, call 0870 423 2922, email [sales@searchflow.co.uk](mailto:sales@searchflow.co.uk) or visit [www.searchflow.co.uk](http://www.searchflow.co.uk).

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## Notes to Editors:

### About SearchFlow:

SearchFlow is the market-leading provider of conveyancing search solutions. Its comprehensive range of searches, surveys, identity checks and conveyancing insurance solutions are all designed to help legal clients streamline the conveyancing process. With over 25 years' experience, SearchFlow runs more than one million conveyancing searches every year for over 2,000 legal clients in England and Wales. SearchFlow is a Landmark Information Group business, which is headquartered in the UK and is part of Daily Mail and General Trust plc (DMGT). Visit [www.searchflow.co.uk](http://www.searchflow.co.uk) or follow on Twitter: <https://twitter.com/SearchFlow>.

### Editor's Contact:

Peppa Sheridan, Peptalk Communications  
01787 313822 / [peppa@peptalkpr.co.uk](mailto:peppa@peptalkpr.co.uk)