Good Deeds:
Digitisation Done Well.

"Maintaining the integrity of the Land Register for England and Wales, while delivering excellent customer service, is our reason for being. With Xerox as our bridge between physical and digital, we are more efficient — without any compromise in quality."

– Eve Foster, Central Operations Manager, HM Land Registry

ABOUT HM LAND REGISTRY

For more than 150 years, HM Land Registry has protected people's rights to the land and property they own or have an interest in. The Land Register contains more than 25 million titles, covering more than 87% of the land in England and Wales. Every time land or property changes hands, or there is a change in interest, such as the settlement of a mortgage, HM Land Registry records it.

The organisation's ambition is to become the world's leading land registry for speed, simplicity and an open approach to data.

CASE STUDY SNAPSHOT

The Challenge

- Reliably scan thousands of applications posted to HM Land Registry every day — and do so efficiently

- Ensure that all scans meet the standards for legal admissibility and are securely uploaded to the case management system

- Streamline the agency's digital workflow

The Solution

- Offsite digitisation service from Xerox, including:

  – Sorting of incoming applications

  – Scanning, indexing, uploading and securely destroying documents

  – Quality control in line with service level agreements (SLAs)

  – Return of ID documents to applicants

  – Verifying and banking of cheques

- Roadmap for greater automation, starting with a new, AI-driven digital platform

The Results

- Efficient maintenance of the quality and integrity of the Land Register

- Stringent SLAs rarely missed, regularly exceeded

- 99.9% of scans achieving specified standards for imaging, document classification, and indexing (against SLAs of 99.5%)

- Successful pilot of first steps to automation

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THOUSANDS OF PAGES PER DAY

Every day, HM Land Registry receives tens of thousands of applications for changes to the Land Register. The vast majority arrive electronically, with documents uploaded by conveyancers through the HM Land Registry portal or Business Gateway channels. Around 10% still arrive by post, however, and these may include supporting documents such as drawings, photographs and ID documents, as well as cheques for payment.

All posted applications must first be scanned and digitally uploaded to HM Land Registry's case management system. This amounts to 2,000-3,000 hard-copy applications to scan every day — some with hundreds of pages each — plus around 1,000 additional records to scan on demand every day, from the organisation's historical archive. This work is outsourced to a service provider that specialises in digitisation.

"THE HEART OF WHAT WE DO"

Xerox has been HM Land Registry's digitisation partner for three-and-a-half years. In that time, the two organisations have built a strong, collaborative relationship, despite significant unexpected challenges during initial service rollout. A commitment to open, honest communication on both sides, along with vital support from HM Land Registry in the first few months of the contract, forged a partnership of trust that continues to go from strength to strength.

"This service is at the heart of what we do," says Eve Foster, Central Operations Manager at HM Land Registry. "Because we no longer archive paper records, these images are the only copies we hold. So it's vital that our scanned documents meet the British Standard for legal admissibility, BS 10008.

Additionally, our caseworkers use the scans of drawings as their starting point for the title plans they create in our mapping software. If the scanned image is at all distorted, or the colours aren't faithfully reproduced, this can lead to representation errors on the plan. We rely on Xerox to get it right, every time."

IN SAFE HANDS

With the quality, speed and security of the service all equally important to HM Land Registry's objectives, the whole process is governed by appropriate standards and service level agreements (SLAs). Besides adhering to BS 10008, the Xerox Mitcheldean scanning centre is certified to ISO 9001 for quality management and 27001 for information security management, and staff are screened in line with the government baseline personnel security standard (BPSS). Key SLAs include the quality of scanned images, quality of document classification and indexing, the duration from application arrival to upload, and on-time document destruction following scanning.

As HM Land Registry continually seeks to improve its service, the SLAs are stringent, but Xerox often exceeds them.

ROADMAP FOR AUTOMATION

When HM Land Registry chose Xerox as its digitisation partner, it was looking beyond value for money and a safe pair of hands, to future innovation in the digital workflow. With tens of thousands of digital submissions per day, and little control over the quality of scans uploaded by conveyancers, it's a tough challenge for the organisation to automate data extraction from applications. Caseworkers must check everything and rekey data as necessary.

So HM Land Registry is understandably excited by the potential of a new smart digital platform offered by Xerox, recently tested on a particular application type.

"We're hopeful that eventually, we can remove all human intervention on straightforward applications," says Foster. "That will give our caseworkers more time to focus on the complex work that needs their input, improving turnaround for all of our customers."

The new platform uses AI-supported optical character recognition (OCR), which can learn from manual intervention. The idea is that for each type of application, an initial hybrid process (combining automation and human intelligence) will increase the AI accuracy over time, ultimately reducing manual intervention to the most difficult cases, such as interpreting handwriting.

"Our environment is complex and demanding," says Foster. "What we appreciate about Xerox is that, besides offering us smart capabilities, they take the time to meet regularly with our caseworkers and with all levels of our organisation, to really understand our needs, keep everything on track, and create a workable roadmap for continuing improvement."

CAPTURE AND CONTENT SERVICES

Leverage smart technology to automatically capture and validate information from paper and digital media, and automatically feed documents and data to the systems and processes that need it. Manage the storage, retrieval, retention and destruction of physical and digital documents. Advance your digital transformation with unified, intelligent information management.

Find out more at **xerox.com/CaptureAndContent**

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