

- Specialist residential conveyancing practice
- 1 Principal 2 Staff
- LEAP Client
- Used FileMan service for 3 years



Michael Porter

"FileMan offers a practical and integrated storage solution." Michael Porter, Licensee, Porter Conveyancing.

Porter Conveyancing is a specialist residential conveyancing practice located in the burgeoning north-shore Sydney suburb of Crows Nest. Each year Michael Porter, Licensee, handles hundreds of residential property conveyances - often acting for a property purchaser one year, and subsequently acting for their sale in following years.

He describes the conveyancing business as competitive, but states he has grown the business through quality customer service, personal relationships with clients, and operating an efficient business with minimal overheads.

"When I first started off, I was a sole practitioner operating from a very small office with no storage space. As my practice grew in size, so did the pile of files for completed matters, and before too long I was running out of space."

Conversion of potential overhead costs to a client disbursement is one of the key features that attracted Michael to the FileMan service.

"At first I was unsure about whether clients would accept a fee for file archiving in the matter disbursements. However, particularly given the legal requirement for file retention, since using FileMan we have never had an objection to this."

"FileMan's integration with LEAP means the cost recovery is automatically created on each matter so I don't forget to bill the client. Retrieving a closed file is as simple as clicking on a button within the LEAP matter."

When previous clients return to Porter Conveyancing to act on their sale, Michael elects to use FileMan's DX service - for a very low fee he receives the file back the next business day, and even has an option to bill this retrieval to clients as a disbursement in the newly created matter.

Michael finds the integration with LEAP products very helpful. It means he never forgets to invoice for storage and retrieval of files is very convenient, with just a push of a button from within the matter on LEAP.

Michael's final words: "I highly recommend FileMan. The service offers a practical and integrated storage solution."

FileMan Records Management

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FileMan is part of the LEAP Group of Companies.

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