

WILMSLOW EXPRESS, THURSDAY, OCTOBER 16, 2008

PAGE 15

It's E for excellence

by Chris Hudson

JACKSON, Barrett and Gass are the law on using technology to keep its customers happy.

And the solicitors' revolutionary E-Conveyancing system has got the legal eagles nominated for an advocacy Oscar.

The Adlington Road law firm's system allows clients and estate agents to check on their case's progress via updates on their website as well as sending text messages when milestones are reached.

Following the strategy's success the firm have been shortlisted for a Law Society Excellence Award for excellence in client service.

Marketing Manager Rick Barrow said: "The main point of it is to make us more efficient and add to our existing correspondence channels to make sure the client always knows what's going on.

"We use the system to assist us throughout the conveyancing process in performing many of the tasks required in a shorter timescale, and hence stick to sometimes very short deadlines and previous clients have been extremely positive about its use.

"We were obviously very pleased with the feedback provided, as it reflects a conscious effort in maintaining excellent standards, which benefits everyone."

He added: "However, we are stunned by the shortlisting. We feel we have always been



AWARD: Rick, Mary and Sean Barrow and Warren Shore at Jackson, Barrett and Gass in Adlington Road. 4120008

renowned for and proud of our client care. As a small family firm, we have always made sure that the client is at the forefront of the issues, and freely able to talk to a solicitor and get updates

"We are obviously looking forward to the dinner and hopeful

we might go one better, but just the recognition of our efforts for clients, and being ranked with international firms is superb."

The awards will be presented at a celebratory dinner at Old Billingsgate, London on October, 23.