



The Value of Standards in Search ordering

Paul Albone

Commercial Director

TM Property Service Ltd.



Search Ordering

- Background
 - TM
 - Me
- PISCES
 - Search Standard
 - HIPs

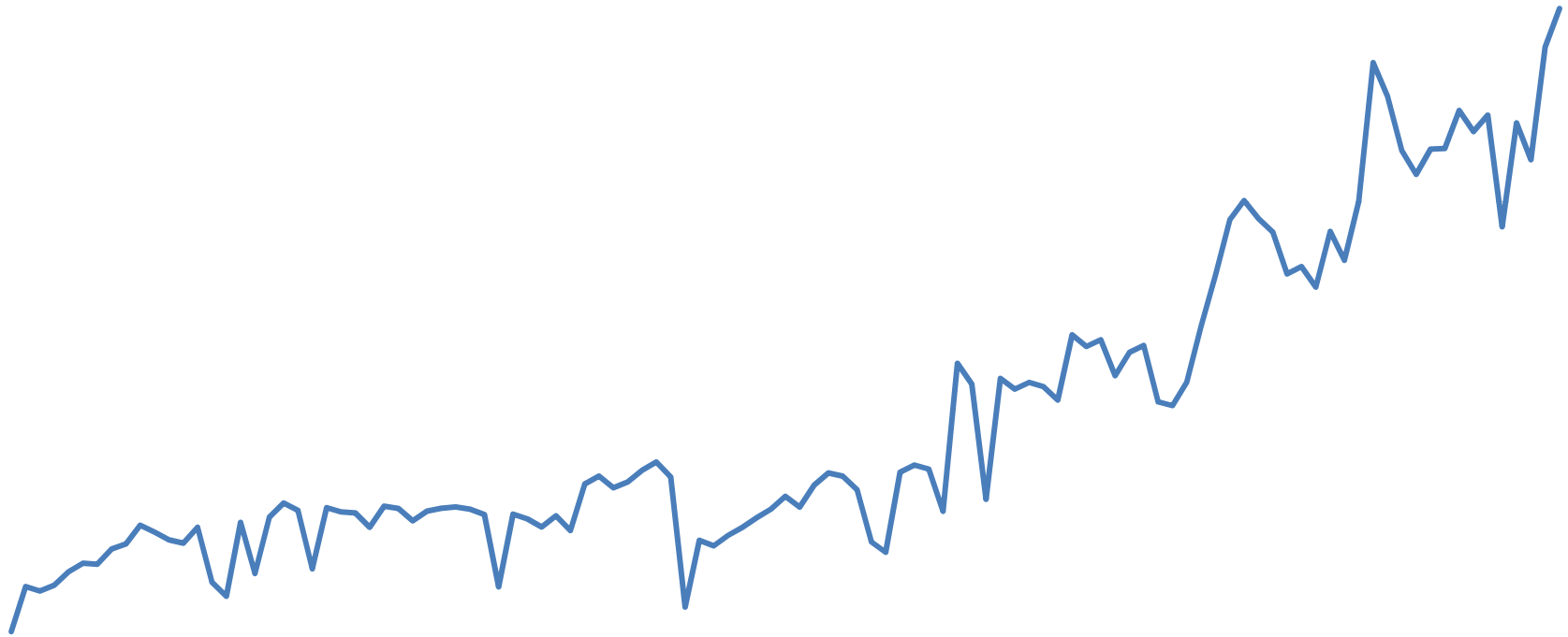


The Value of Standards

- What do we mean by 'Value'
 - Money
 - Time
 - Quantity
- What does a 'Standard' deliver
 - The ability for all of the above
 - And other people can understand it too

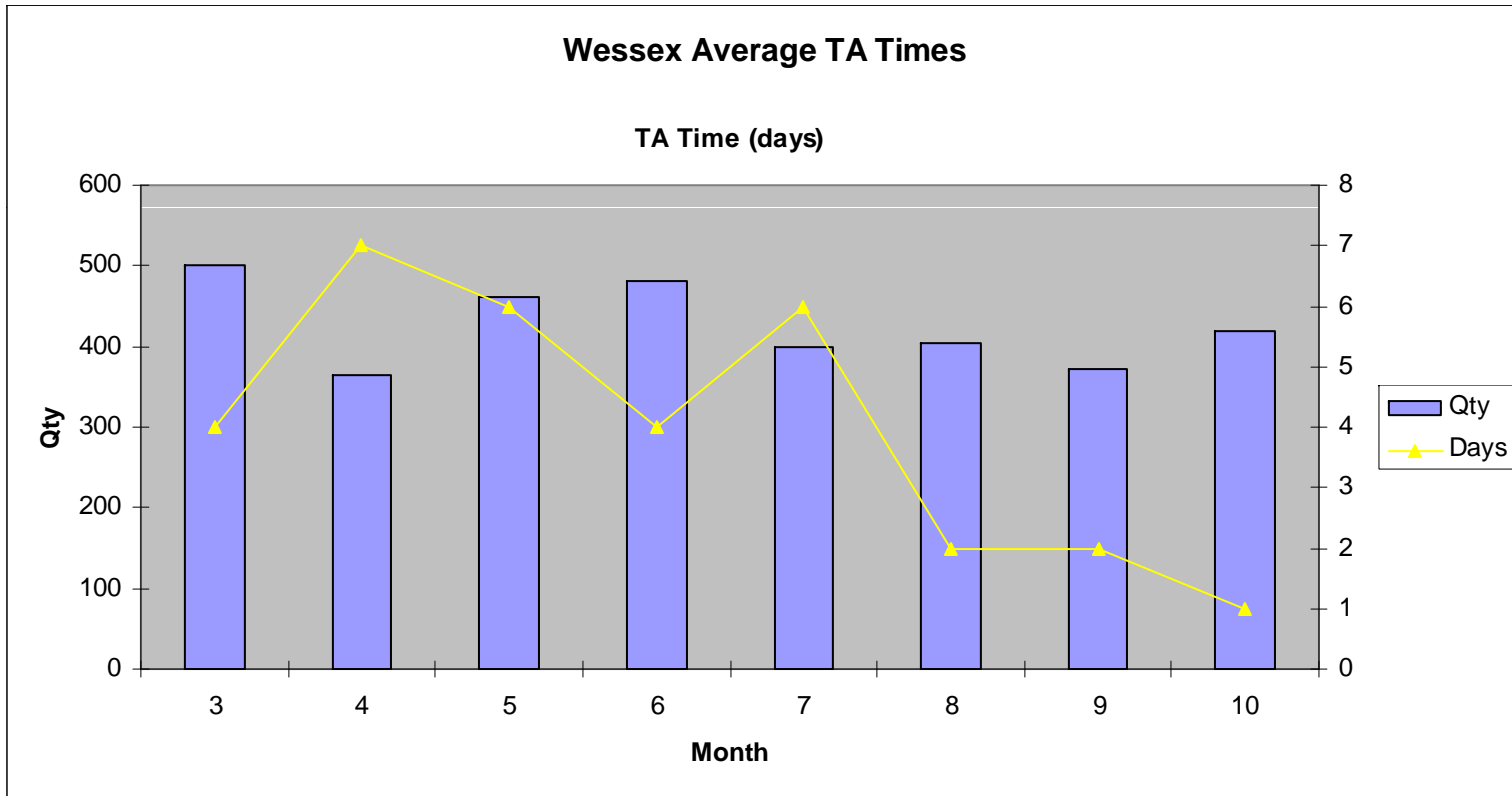


The Quantity Example





And Time





Everybody knows best

- My way is better than yours...
- Well it's different anyhow
- Yes but I'm the customer
- Your competitor does it this way?
- What about receiving a fax?



This leads to

- Complexity of Systems
- Expensive implementation
- Custom code
- Inflexibility
- Apprehension
- Lost opportunities



A Common Language

- What is an address?
- Customer reference?
 - Client reference
 - Case file number
 - Matter number
- Local Search
 - Con29
 - Personal



More than just a dictionary

- Not just a list of words where we all understand what they mean and can map them to our own real world terms
- PISCES initially asks questions
 - How do we order a search
 - How do I get a result
 - What about requests for more information



A mapping of business processes

- Small discrete blocks of 'data'
- Passed between systems
- With a defined 'message' type
- An inherent meaning and expectation as to the action needed
- A 'closed' handshake so that we know the message has been received
- Or not..



Does a Standard imply Technology?

- No
- The standard (PISCES) defines the data makeup
- And the business processes
- Implementation can be achieved in many ways
 - You still need to have that conversation
- But there are industry standards for this as well



Computers are stupid

- They only do what you tell them
- So make sure you tell them how to do it well!
- They do it very quickly
 - Higher number of transactions
 - Fewer people
- They don't make mistakes
 - Unless you've told them how to



An Integration exercise

- Business A to order searches from business B
- Do you support PISCES?
 - Yes (the Standard)
- SearchOrderSend and ReceiveSearchResult?
 - Yes (the Business Processes / message types)
- Do you have webservices
 - Yes (the Technology)
- Can I have your URL?
- Can I have your Bank details for payment?



What does this mean

- Reduced time for implementation
- Quicker return on investment
- Less data errors
- More scalable platforms
- Faster turnaround times
- Reusable code
 - Again and again
 - If we are all using the same standard



Questions?

Paul Albone
Commercial Director
TM Property Service Ltd.

www.tmproperty.co.uk
Paul.Albone@TMProperty.co.uk
Tel: 01793 714801
07977 256878

Delta 200, Great Western Way, Swindon, SN5 7XP