



Case Study

Scaling a high-performance conveyancing practice with SettleIT



Introduction

In an industry where time is scarce and precision is critical, growth often comes down to one question: how do you scale without sacrificing quality? For Peter Ishak, Licensed Conveyancer and Founder of Ishaks, the answer was SettleIT.

With over 27 years of industry experience and a thriving Sydney-based firm, Peter turned to SettleIT to help manage increasing complexity, expand into new markets, and maintain the seamless service his clients expect.



Background

Established in 2003, Ishaks has built a reputation as one of Sydney's most trusted conveyancing teams.

Specialising in off-the-plan and house-and-land acquisitions, the firm stands out for its client-first approach, meeting people at their homes or businesses to help them simplify every step of the transaction. But as his business grew across New South Wales, he faced the same challenges many conveyancers know well.



The Challenge

With a growing client base and an eagerness to scale across multiple states, Ishaks was faced with:

Time constraints: Balancing business growth with day-to-day settlement logistics.

Cross-state capability: Managing settlements outside New South Wales without overextending the team and ensuring all individual state judicial requirements were met.

Scaling operations: Delegating tasks without compromising the firm's reputation for precision.

Technology adoption: Bridging the gap between legacy workflows and modern systems, especially with younger staff expecting seamless tech integration.

Peter summed it up simply

"The two biggest things that I've tried to work on is, how can I scale on volume where my time is also maintained?"

Solution

SettleIT allowed Ishaks to outsource key settlement tasks, while maintaining full visibility and quality control. The platform became an operational extension of the team, handling the repetitive, but crucial parts of conveyancing, particularly across interstate transactions.

Peter describes SettleIT as transformative:

"It's opened up doors in areas we would normally not be able to reach for multiple reasons, whether it be jurisdiction, capacity, or proximity," says Peter. "When I first started in Bankstown and Strathfield, I wanted to service more than just the West. SettleIT has taken that to another scale."

Now, Ishaks has expanded to Queensland and Victoria. The business reach is wider. The revenue is higher, and the value of work stronger.

"I am more hands off. I really do like to delegate, and I don't micromanage or double check.

So, my approach with SettleIT is, I want to be free. I want you to take that away from me... Give me back my time."

Analysis and Outcomes

The integration of SettleIT into Ishaks' operations delivered measurable and strategic benefits:

Expanded reach: SettleIT enabled the firm to seamlessly manage transactions across state lines, especially in competitive interstate markets.

Increased leadership time: With operational tasks delegated, Peter could focus on business development, team management, and client relationships.

Improved scalability: Rather than hiring extensively, Ishaks used SettleIT to support growth without a proportional increase in overhead.

Trust and autonomy: Peter's hands-off approach was made possible by his confidence in SettleIT's professionalism and reliability.

Peter noted, by fully integrating SettleIT, he reaped the benefits of its convenience. It was a strategic decision to avoid future costs and maintain competitive edge.





Conclusion

SettleIT has become a cornerstone of Ishaks' ability to deliver top-tier conveyancing services at scale.

For Peter Ishak, the platform has gone beyond outsourcing; it's a trusted extension of his business, helping unlock new revenue streams, reduce operational friction, and maintain his firm's stellar reputation across multiple states.

Recommendation

For high-performing firms looking to scale while preserving quality and client experience, SettleIT offers more than just efficiency, it offers freedom. Freedom to grow, freedom to delegate, and freedom to lead without being buried in administrative tasks.

As Peter learnt, the right technology partner doesn't just support the business, it becomes part of it.



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