



Case Study

Scaling with confidence through SettleIT

gately
CONVEYANCING

Introduction

In property law, taking measures to ensure efficiency, accuracy, and security are essential. Gately Conveyancing, a respected name in Victorian conveyancing, faced the ongoing challenge of managing high settlement volumes without compromising on service quality or compliance.

To meet these demands and focus on business growth, Brenda Gately, Settlement Partner and founder, turned to SettleIT, a solution that has transformed how her team manages settlements.



Background

Founded in 2016 by Brenda Gately, a conveyancer with over 36 years of experience in legal practice, Gately Conveyancing brings deep expertise and professionalism to property transactions.

The firm is a proud member of The Australian Institute of Conveyancers and is committed to offering the highest standards of client care. With a growing portfolio and an ambition to scale without overextending internal resources, Brenda sought a solution that could streamline processes while maintaining the firm's reputation for thorough, personalised service.



The challenge

Brenda's team was spending significant time on administrative tasks such as preparing and exchanging settlement documents. Manual processes, email-based communications, and document handling were time-consuming and created potential points of risk, particularly in secure information transfer.

Brenda needed a solution that could:



Reduce administrative burdens without losing control over settlement quality.



Enhance security and compliance through technology.



Enable scalable growth by freeing up internal resources.

Solution: SettleIT

SettleIT offered Brenda and her team a way to outsource time-intensive components of settlement without compromising responsibility or oversight.

The platform's secure infrastructure and streamlined experience enabled her to hand over the most repetitive tasks with confidence.

Features like encrypted messaging and QR code verification replaced vulnerable email communication, while transparent tracking tools kept her team informed every step of the way.

"Technology plays a huge part in mitigating risk... no need to send documents through emails, no need to send bank details. You just use the platform," says Brenda.

Analysis and outcomes

Brenda quickly noticed the impact of SettleIT. By eliminating the back-and-forth of emails and manual document preparation, her team could refocus on high-value client work and complex matters requiring personal expertise. The platform's intuitive design meant minimal training and a seamless integration into existing workflows.

The standout outcomes included:

Greater efficiency:

Staff time was redirected from administration to client engagement and business development.

Improved security:

Encrypted messaging and document handling reduced risk and enhanced client trust.

Scalable processes:

With SettleIT, Gately Conveyancing handled increased volumes without the need to hire additional staff.

As Brenda explained, the key was trusting the process without relinquishing accountability:

"It is about giving control but with support... I have to be as responsible as you, because it is my license on the line as well."





Conclusion

For Brenda Gately and her team, SettleIT has become an essential partner in scaling their business securely and efficiently.

With reliable systems and robust technology behind every transaction, Gately Conveyancing is now positioned to grow with confidence, delivering exceptional service at scale without adding operational overhead.

Recommendation

For conveyancers looking to scale intelligently while maintaining quality and compliance, SettleIT offers a proven path.

By leveraging technology to handle the repetitive but essential aspects of settlement, firms like Gately Conveyancing can focus on what they do best: guiding clients through life's most important transactions.



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