

SettleIT

POWERED BY INFOTRACK



Case study

Doing law differently, at scale with SettleIT

RR
RENEE ROUMANOS
LR
LEGAL

Introduction

Conveyancing is one of the highest-risk transactional areas of law. Behind every contract is a real person navigating one of the most significant financial decisions of their life, and behind every file is an enormous amount of coordination, professional responsibility and risk that most people outside the profession never see.

For Renee Roumanos, Principal Solicitor and founder of Renee Roumanos Legal, building a practice that genuinely does law differently has always meant two things: delivering exceptional client outcomes, and building the operational infrastructure to sustain that standard at scale. SettleIT has become central to both, enabling her team to manage around 30 to 40 settlements per month across NSW and interstate jurisdictions, without a proportional increase in administrative load or a compromise in the quality of care her clients receive.



At a glance



Founded
2022



Location
Oran Park, NSW



Over 1000+
settlements completed
in 2025-2026



300+ interstate
settlements completed
with SettleIT



Services
Residential & commercial
conveyancing, off-the-plan,
developments, due diligence
— Australia-wide

Background

Founded in 2022 from her loungeroom in Oran Park, NSW, Renee Roumanos Legal was built on a single vision: to do law differently. That meant building a practice that was approachable, educational and human, with a social media presence that now reaches more than 6,500 followers and a reputation among clients as the firm that brings colour, vibrancy and genuine care to one of the most stressful transactions of their lives.

The firm specialises in residential and commercial conveyancing, off-the-plan transactions, developments, due diligence and risk management, with services offered across Australia. What began as a solo practice has grown into a collaborative team supporting thousands of clients across residential, commercial and interstate matters.

Alongside the firm, Renee is also the founder of Conveyancing Mastery, an education platform bridging the gap between theory and real-world conveyancing practice. As transaction volumes grew, so did the complexity of managing settlements efficiently and safely.

The challenge

As transaction volumes grew and interstate work expanded, the operational pressures on the firm intensified. Many of the challenges Renee faced are ones the broader profession is grappling with right now, but few practices address them as directly:



Manual settlement coordination:

Preparing adjustment figures, transfers, notices of sale and stamp duty lodgements alongside constantly monitoring PEXA for bank updates, and certificate statuses, consumed significant team capacity every single day.

Cybersecurity and fraud prevention:

With increasing cybersecurity threats to property lawyers, the firm's response was decisive: all client communications relating to settlement figures moved out of email entirely and into an encrypted client portal. Secure, integrated workflows became non-negotiable, not a nice-to-have.

Scaling without compromise:

Managing high monthly volumes while maintaining the firm's standards of client care and risk management required smarter operational infrastructure.

Interstate complexity:

Expanding across jurisdictions brought additional compliance obligations, with each state carrying different lodgement and stamp duty requirements that added to the administrative load.

"It required a huge amount of time, oversight and manual workflow management every single day."

Solution

SettleIT gave Renee's team the operational support to manage settlement coordination at scale, without sacrificing the quality and attention to detail the firm is known for.

Introduced initially to manage interstate settlements, the platform quickly became embedded across the firm's workflows. Its integration with their practice management system (PMS) and InfoTrack meant onboarding was seamless, and the efficiency gains became apparent almost immediately.

For Renee, the interstate and compliance benefits were immediate, and the security dimension mattered just as much. The firm already made the decision to move all client communications around settlement figures out of email and into an encrypted portal. SettleIT's integrated workflow sits alongside that architecture rather than cutting across it.

"SettleIT and InfoTrack embed so beautifully with our PMS," Renee says. "Compliance becomes easier to manage with efficient systems. I appreciate that there is one system completing a VOI, eCAF and, also able to handle SettleIT. It interlinks so well, and the streamline is vital to any growing business."

The hesitation some practitioners feel about outsourcing any part of the settlement process is something Renee understands well. "The first question is usually 'why should we pay them to do something we can do ourselves?' But the answer is simple; you are outsourcing a small amount of administrative work for a very reasonable fee so that the legal team can focus on what matters most: client communication and managing the risk."

Analysis and outcomes

The integration of SettleIT into Renee Roumanos Legal's operations delivered measurable and strategic results:

Scale without overhead: The firm completed over 1,000 conveyancing settlements in 2025–2026, with 300+ interstate matters handled through SettleIT - without a proportional increase in administrative workload.

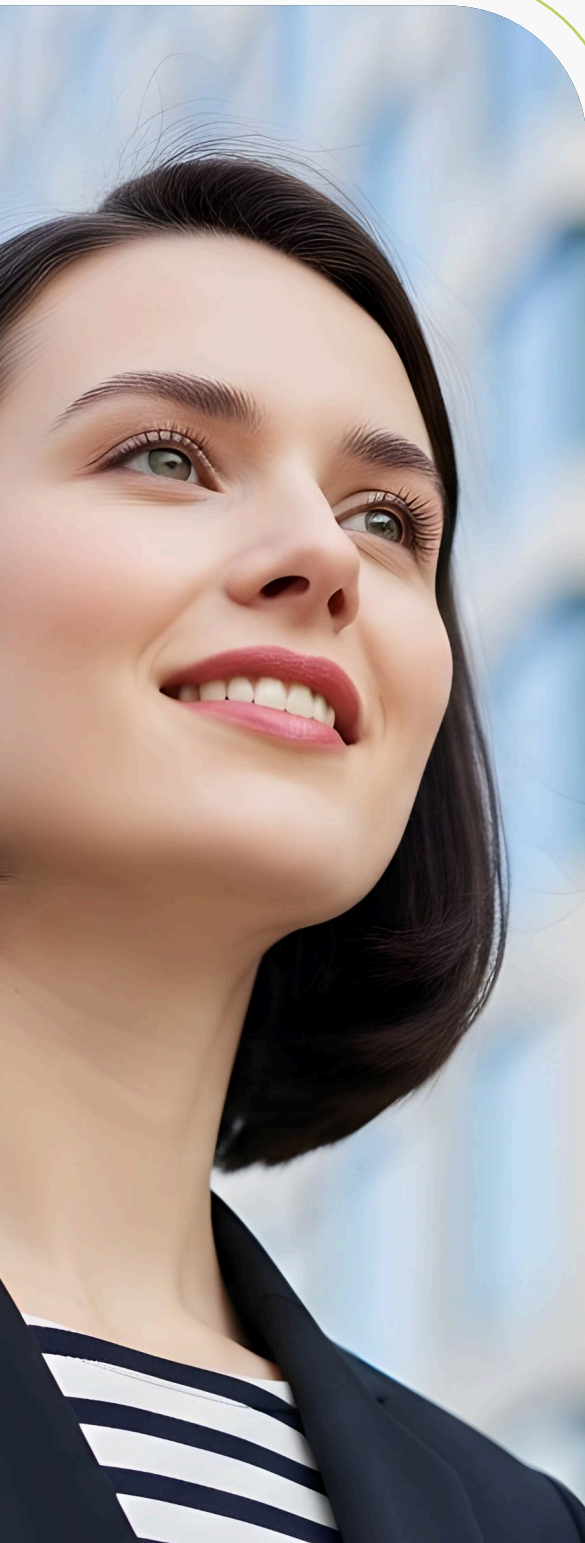
Stronger compliance and security: Integration across SettleIT, InfoTrack and Smokeball created a more connected, auditable workflow, reducing reliance on fragmented email communication and supports the firm's cyber security standards.

Capacity for high-value work: With settlement coordination streamlined, the legal team redirected time toward client advice, risk identification and strategic legal work.

Confidence to grow: SettleIT has supported the firm's expansion across jurisdictions, giving Renee's team the infrastructure to take on interstate work with consistency and confidence.

“Using smarter systems is not about losing control, it is about creating better support structures around your practice.”





Conclusion

SettleIT has become an integral part of how Renee Roumanos Legal operates, not just as an efficiency tool, but as infrastructure that supports a broader mission: delivering exceptional client outcomes while maintaining the highest professional standards, at volume, across jurisdictions, and without burning out the team that makes it possible.

For Renee, the conversation about smart systems is inseparable from the conversation about practitioner wellbeing. The administrative load of high-volume conveyancing carries a mental weight that rarely gets discussed openly. Better systems do not just create capacity, they create sustainability.

Recommendation

For firms committed to growing sustainably in a high-pressure, high-risk area of law, SettleIT offers something genuinely valuable: the operational infrastructure to scale without compromise.

For Renee, the case is straightforward. "When practitioners combine practical knowledge with operational efficiency and workflow support through SettleIT, they can genuinely create a well-oiled machine - one that delivers better client outcomes, stronger risk management, greater consistency and a more sustainable way of practising conveyancing."



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