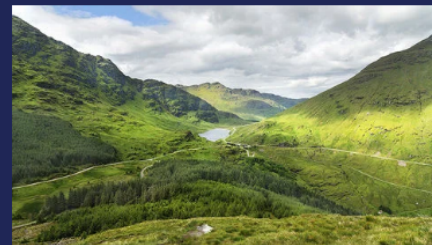**PEGA**

CASE STUDY

Registers of Scotland:

Improving efficiency and customer responsiveness of world's oldest land registry

✓ **Needed to modernize existing inefficient paper-based processes for land ownership registration**

✓ **Used Pega to create Case Management System that accelerates land registration and puts all historic paper records online**

✓ **Reduced time to process simple cases by more than 50%**

> "Registers of Scotland has been in existence for 400 years and has built an enviable reputation among our peers globally. With the implementation of the Pega Case Management Solution we now have an important element in our transformation to provide digital services that fully meet our customers' expectations."

Charles Keegan
Registration and Transformation Director, Registers of Scotland

The Business Issue

Registers of Scotland is the world's oldest land registry, responsible for the management and administration of 18 land, property, and judicial registers. RoS needed to modernize existing inefficient paper-based processes for land ownership registration.

The agency had to comply with the Scottish Minister's request to digitize all historic registers of land ownership, as well as enable online registration and conveyancing. RoS also needed to modernize to have more flexible processes, systems, and workforce to adjust to changing economic circumstances and, in particular, variations in the property market.

The Solution

Registers of Scotland went live on the Pega Platform using a new case management application to replace their current paper-based systems for first registration of land ownership in Scotland.

The RoS Case Management System (CMS) accelerates the registration of land ownership and supports migration of all land deeds to online, map-based records. The solution automates the creation of a registration case, including the scanning of paper documents, review, mapping, registration, quality assurance, and final return of the physical case documents to the submitting agent.

The Results

- Hands-free processing of steps previously done manually
- Management of digital case documents to support archiving and reuse in the future
- Electronically secured historic paper records to avoid risk of loss/damage and improve auditability
- Greater ability to handle cases throughout, with reduced headcount
- Average time for processing of simple cases reduced from 17.7 days using the previous paper-based process to 8.9 days, with further potential to reduce cycle times