

Digital Estate Agents

Success comes from working smarter, not harder

We asked **100 Senior Estate Agents** in England, Scotland and Wales for their perspective on various topics. These views reveal that value is slowly being delivered through digital transformation.

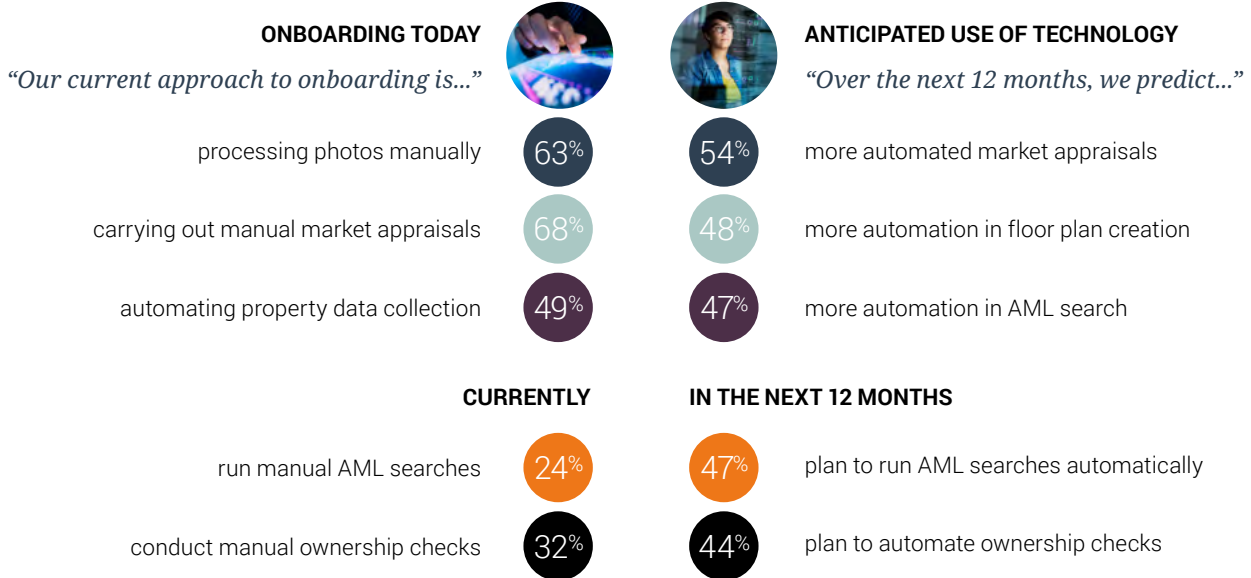


IS ONBOARDING WORKING?

Some Estate Agents could be getting more value from technology. Most **(81%) agree existing processes can be time-consuming** and would benefit from being streamlined, while **68% believe too much manual intervention can lead to human error**. The question is, what will change, and how?



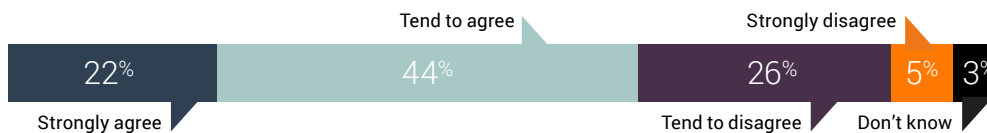
are still benefiting from the technology that was introduced to manage the challenges of the pandemic.



When onboarding is handled manually, inefficiencies or errors may creep in. That said, we saw a positive trend towards adopting systems and software over the next 12 months. However, it is interesting to note a difference in opinion about current processes. **66% believe there are too many individual steps and systems**, which make the whole process cumbersome.

This may point to technology already being in place, or simply that tried-and-tested manual processes are working – for now.

The onboarding process is too fragmented, with too many individual steps and systems used to get a property to market.



LOOKING AHEAD

Despite an appreciation for technology during the pandemic, many Estate Agents are still conducting manual checks in key areas of onboarding. However, this also correlates with an appetite for change in these specific areas over the next 12 months, which should reduce errors, increase efficiency and speed to market.

Want to know more?

What's next for Estate Agents?

Read our latest Property Trends Report [here](#)
Explore Landmark Estate Agency Services [here](#)

In September 2022, we canvassed the views of Estate Agents, Home Movers, Residential Property Solicitors & Conveyancers and Commercial Real Estate Lawyers right across the country, listening carefully to their opinions.

About Landmark

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