

Case Study

How Laing+Simmons St George transformed property transactions with Securexchange

Laing+Simmons



Agent:
Kelvin Zheng

Agency name and location:
Laing+Simmons St George, Carss Park,
New South Wales

Role:
Sales agent
and partner

**Number of listings
per month:**
5 - 10 Total



Laing+Simmons

Overview

For Kelvin Zheng of Laing+Simmons St George, process efficiency is non-negotiable. Seamless property transactions are essential for maintaining client trust and keeping sales on track. With 5 – 10 listings a month, Kelvin and his colleagues need processes that are fast, reliable, and professional.

Since adopting Securexchange four years ago, the team has streamlined its workflows, saving 10 – 15 hours each week. Transactions are now faster to complete, contracts easier to sign, and manual admin has significantly reduced. The platform has become an essential part of their operations, providing real-time visibility for all stakeholders and delivering a smoother, more professional client experience.

The challenge: inefficiencies in traditional transactions

Before Securexchange, Kelvin and the team faced recurring challenges:

Manual paperwork delays

Limited of visibility across stakeholders

Extra admin and document chasing

Communication difficulties

Switching between multiple platforms

Vendor availability constraints for contract signing

Kelvin explained:

“The traditional transaction process was slow and outdated. I spent too much time chasing documents, and finalising contracts could take two to three days with back-and-forth emails.

Vendors are sometimes only available in the evenings, so aligning on signing documents was also difficult at times.”



These fragmented processes increased the risk of errors and left clients waiting for updates, making it difficult to deliver the standard of service Kelvin expected.

“With our volume of sales, these inefficiencies multiplied across the team, adding up to dozens of hours lost each month,” he added.

It became clear the team needed a solution that simplified workflows, improved transparency, and strengthened client confidence.

The solution: transforming transactions with Securexchange

Kelvin turned to Securexchange as a trusted and user-friendly solution.

“Introducing Securexchange was straightforward and adoption was seamless. The platform is intuitive, and I could start using it immediately. It has improved the workflow for both my team and clients,” he said.

One of the most impactful features for Kelvin is the flexibility to upload the contract version he wants and assign signing areas for each party without limitations. Other solutions he tested required formal reviews before signing, creating unnecessary delays.

“With Securexchange, I have full control over how contracts are prepared and signed. I can upload the contract version I want and set signing sections myself, without waiting on anyone else. Timing is everything in real estate, and the platform is immediate and efficient.”



Other features driving impact:

Digital signing – agency agreements and contracts of sale being two of the most important documents for Kelvin, therefore digital signing is a major benefit. Automatic notifications at each step provide clarity on when documents are signed and the status of each transaction.

Centralised document exchange – contracts and supporting documents are stored in one secure location, eliminating the use of multiple platforms. Contracts are instantly exchangeable in platform once signed.

Transparency across stakeholders – real-time visibility shows the status of each transaction to prevent delays.

Signing certificates – verified records for banks and other parties are automatically generated after contract signing and exchange.



By consolidating these functions into a single platform, Securexchange removed friction and gave the team greater control over processes that were previously fragmented and time-consuming.

Kelvin highlighted:

“Securexchange has made transactions faster, contracts easier to sign, and aligning with clients simpler. Clients can sign and return documents instantly. It’s more convenient, and they often comment on how much they appreciate the oversight throughout the process.”

The results: measurable efficiency and client satisfaction

Since implementing Securexchange, the team has seen measurable improvements:

Time saved

10–15 hours per week on administrative work

Faster transactions

reduced delays through digital signing and centralised workflows

Less administrative work

manual chasing of documents is eliminated

Greater transparency

real-time updates help reduce confusion and miscommunication

Improved client confidence:

Clients report a smoother, more professional experience

Kelvin said:

“Tasks that once took hours can now be completed in a single day.

Errors have been reduced, and transparency has improved, creating a more professional and seamless experience for everyone involved.”





Conclusion: a modern, efficient, and client-focused approach

Securexchange has transformed how Kelvin and the Laing+Simmons St George team manage property transactions. By streamlining workflows, reducing admin, and improving transparency, the platform enhances operational efficiency and client experience.

Kelvin concluded:

“What I love most about Securexchange is its simplicity and security. It makes life easier while reducing risk and enhancing client experiences.

Every step I’m confident that my transactions are secure, and my clients feel reassured. Once you experience how much smoother your transactions can be, it’s hard to go back.”

An aerial photograph of a river flowing through a lush green landscape. The river is dark blue, and the surrounding land is covered in vibrant green grass and trees. In the distance, there are rolling hills and a small cluster of buildings. The sky is a clear, bright blue with a few wispy clouds.

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