

solutions for

legal people



## CASE STUDY

### **Partner for Windows Helps Boost Productivity**

Sylvester Mackett is a busy practice in the centre of Trowbridge, Wiltshire, which specialises in commercial, family, litigation, property and private client work. With eight partners, 10 fee earners and 16 staff, the firm has been a client of TFB since 1980, originally using *Senior Partner III* software.

Due to continual expansion, it became clear that an upgrade of its software was required in order for the practice to cope with the increasing demands made upon it. Adrian Lloyd, IT Manager, carried out a comprehensive assessment of systems available on the market and was of the firm opinion that any new system had to be Windows-based and compatible with existing software.

The practice decided to continue its relationship with TFB and upgraded to *Partner for Windows* in September 1998. A major deciding factor was that TFB would transfer all data across from the old system to the new – a process which Adrian Lloyd describes as having been "pleasingly trouble free and efficient".

#### **Real Benefits**

Adrian says that the firm has enjoyed very real benefits. "The conveyancing department has been transformed into a 'property centre'," he says, "and the secretaries are now legal assistants with their own files on *Case Manager*. There is greater job satisfaction and this new way of working has also boosted morale. In the probate department, there are two secretaries for the four fee earners. The workload is increasing continually but the secretaries are able to cope with it, thanks to *Case Manager*. This department is enjoying greater productivity per person.

"*Case Manager* is now fully installed in the family department, where it is in use with Oyez forms and the Dragon voice recognition system; the three elements complement each other perfectly. *Case Manager* will next be installed in the commercial and litigation departments, which also use Oyez forms and Dragon.

#### **Client Satisfaction**

"I don't believe that there are many firms which have integrated their software system into the day-to-day routines of their practice as comprehensively as we have. We find that clients are pleased that we are investing substantially in keeping at the forefront of technology, as it means greater efficiency and speed when handling their matters. In fact, each client is sent a satisfaction survey after a matter is finished and the results of these surveys bear this out – and we know that we are getting more repeat business as a result.

"As far as staff are concerned, we have witnessed a definite increase in job satisfaction. Secretaries have more opportunity to move up the ladder within the practice and the comment is often made that they generally have more interesting tasks to carry out."

This is a practice which has literally been transformed by *Partner for Windows*.