

solutions for

legal people



## CASE STUDY

### Wake Smith

Sheffield-based firm Wake Smith, a practice with two offices, 35 fee earners and 60 networked PCs has reaped the benefits of *Web Server*, the latest internet-based product from legal IT specialist, Technology for Business plc. Wake Smith chose to adopt the new system after being contacted by one of their clients, who was interested in offering their own customers a single packaged service embracing both individual account and legal services needs. While the client was in a position to update their customers on the status of their accounts, the client also required that Wake Smith report on the progress of their customers' legal matters in order to provide the customers with the necessary information.

### Web Server Solution

*Web Server*, part of TFB's Partner for Windows practice management suite, combines the flexibility and accessibility of the Internet to enable practices to provide their clients with vital case information in a secure environment. Case information can be uniquely tailored to give as little or as much detail as clients require and can be seamlessly integrated into an existing web site if required. *Web Server* can add considerable value to a service product. It can eliminate delays by equipping clients with the means to obtain detailed facts, specific information, reports, analyses and case updates directly via the internet. It is fast, safe and convenient, saving time, money and disruption. The security of data accessed via *Web Server* is protected in a sophisticated manner by using three, easy to administer levels of security.

### Open All Hours

Wake Smith now posts their Case Manager agenda on to the web pages that TFB holds. This agenda shows all the steps and the status for each of the client's customers' matters disclosed according to the client's instructions. The client logs into the web page using their own password and their own reference number, which is contained in Wake Smith's matter description, and then accesses a customer's page within the Case Manager to see how far the matter has progressed. Since the system is not confined to office hours, information can be accessed 24 hours a day, seven days a week.

### Less Hassle

According to Practice Manager David Wenninger: "It benefits our client and takes a lot of the telephone hassle away from us. Traditionally, if fee earners can't get round to the telephone calls they tend to stack up on voice mail, which makes for client dissatisfaction. Obviously if it removes the phone hassle it liberates the fee earners to do more productive work. We update the web page daily. Every morning TFB's *Web Server* is updated electronically, which means that the client can view the accurate state of affairs as at the previous night. Also, because most of the client's customers tend to be at work during the day, it is convenient for them to be able to gain access to information after hours."

**TFB *Web Server* can be an attractive proposition for any enterprise that depends on a step by step workflow and/or tracking process, be it selling property, personal injury or commercial work. The Wake Smith example shows how TFB *Web Server* can be employed to the mutual benefit of both solicitor and client.**