

## Multi-site law firm increases productivity with implementation of ALB

Appleby Hope & Matthews wanted to gear up to meet the demands of the 21st century legal landscape. Migrating the firm's software from AlphaLaw to the flagship ALB system helped them achieve this goal and much, much more...

Appleby Hope & Matthews is a four partner law firm which employs fifty staff across two offices in Stockton and Normanby in the North East of England. Major departments in the firm include conveyancing, family, crime, private client and business law. The firm is dedicated to providing a high standard of service at a reasonable cost. An efficient case management system and IT structure is essential element in achieving this goal.

### Business Challenge

Appleby Hope & Matthews had been AlphaLaw users for many years, and had reached the limits of being able to take the software any further. In order to maximise efficiencies and ensure their software would be able to meet their needs in the future, the decision was taken to review their current system and look if a move to ALB could be advantageous.

**Norman Turvey who led the firm's migration to ALB takes up the story:** "AlphaLaw was the first accounts software package we installed in the mid 1990's and it was useful in terms of getting the basic IT infrastructure right in our firm. We eventually got to the point where we have implemented all the latest updates AlphaLaw has to offer."

*"We wanted to automate more things and introduce more sophisticated processes to improve efficiency and develop more detailed management information to improve our bottom line. We knew that ALB existed through our relationship with Advanced Legal as an AlphaLaw user and when the time came to invest in a 21st century product that would future proof us we were happy to consider their solutions."*

### Challenges

*"As the firm grew in terms of people, fee income and services it became clear that a fresh look at IT infrastructure was needed."*

*AlphaLaw was adequate but it was limited to its ability to make the real impact we wanted the technology to make on the way we do things in the firm."*

*"Productivity, improved visibility of management information and a desire to modernise were the core drivers to implement ALB. Changes to Legal Aid and compliance requirements such as the introduction of the Wills and Inheritance Quality Scheme (WIQS) and additional reporting requirements brought about by COLP and COFA meant that automated processes would help the firm comply without being commercially onerous."*

### Client >

Appleby Hope & Matthews Solicitors

### Sector >

Legal

### Project >

Upgrade from AlphaLaw to ALB

*"Since implementing ALB fee income at the firm has improved by 20 percent."*

**Norman Turvey > Senior Partner > Appleby Hope & Matthews**

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*"We knew that if we introduced ALB to our firm we'd see improved productivity through features such as the ability to see cases on a screen in snapshot, automated forms, departmental segmentation of productivity and in the long run we knew that this can only be a good thing for our business. Our people deserved to be supported with the best technology and we decided to explore what systems would meet these key requirements."*

## Implementation

*"After an extensive review of the legal technology marketplace we made ALB our first choice. It was clear to us that ALB is the development and investment product for the future, and we wanted to experience the benefits of partnering with an organisation that is always innovating and has a passion to do things better than the rest, to help law firms run more efficiently and profitably."*

*"The fact that we were already an Advanced customer meant that we were familiar with the team and we were able to agree a good deal to implement the system for 28 users."*

The firm trusted that Advanced could handle a safe and secure transfer of data when the migration plan was developed by their account management team. The firm was particularly pleased about the cautious date for implementation which helped reduce risk during the process.

From instructing Advanced to begin implementing ALB, to approving them to 'golive' was less than twelve weeks, and the firm describes the training it received for 28 users as 'first class.'

**Norman Turvey continues:** *"In fact the trainers were so good that I want the Advanced team to come back in and run some more sessions with our team so that we can continue to exploit all the benefits available in this rich system."*

*"I was pleased with the rapid and secure process of migrating many years of data and information and can assure people it was done with the utmost care and sensitivity so that any risks were removed from the process. Advanced protected our best interests at all stages of the process and for anyone thinking of migrating to ALB I would simply say "go for it!"*

## Results

Since implementing ALB fee income at the firm has improved by 20 percent. A major reason for this is the fact the firm is more efficient and busy focusing on client work whilst letting ALB take care of the business and processing side. Staff are able to do more for clients which means an improved service but also improved fees for the firm.

**Norman Turvey concludes:** *"We made the switch to ALB and don't regret it for a second, We're incredibly excited about what the future holds for our firm and Advanced will play an important role. I will recommend Advanced Legal ALB to anyone and I'm happy to show anyone the positive impact it has made for our firm."*

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**Norman Turvey > Senior Partner > Appleby Hope & Matthews**

## More information

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