



CASE STUDY

Bolitho Way Case Study

Bolitho Way Solicitors is a long established high street law firm with two offices and more than thirty employees. The firm has been in business since the 1800s and offers a comprehensive range of legal services whilst retaining the accessibility and personal approach of a traditional provincial practice.

Why OchreSoft?

With specialisms including commercial law, domestic conveyancing, personal injury and probate, to name a few, Bolitho Way needed a case management system that was going to increase efficiency and promote uniformity across offices as Liz Moger, Legal Executive explained: “We needed a system that would get our conveyancers doing the same things. With our offices being separated by water, one is in Portsmouth, Hampshire and the other in Ryde on the Isle of Wight, it was sometimes difficult to keep control across both sites. The OchreSoft system alleviates this issue because its workflow processes offer no margin for error.

The Right Switch!

Liz Moger has more than 10 years experience using a number of case management systems and for the last two years had been using an alternative supplier. However, following a number of issues, Bolitho Way decided to switch to OchreSoft and they haven't looked back. “Our previous solution was very hit and miss and just wasn't doing what we needed. In particular it struggled when we tried to work across offices. It was very disjointed and wasn't able to automatically produce the letters we needed.”

Bolitho Way have been using OchreSoft since February 2009 and are really impressed with everything they have seen so far: “OchreSoft is a huge improvement on our previous system” added Moger, “in fact they are like chalk and cheese. If I had to score them, then I would give our previous supplier one star and OchreSoft five stars! The OchreSoft solution has a natural progression through the conveyancing process which makes it very user friendly. It produces all the letters and documentation required and cuts out all opportunity for error.”

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Improving Efficiency

But the biggest impact has been seen with the improved efficiency between the offices. "We are much more efficient than we used to be, particularly at the key stages of exchange of contract and completion. At these stages, there are lots of letters and documentation that need to go out, which OchreSoft Intelliworks does automatically" enthused Moger. "What's more, this improvement in efficiency means we can work with fewer supporting resource. With the level of work we have on at the moment, we would have had to recruit an additional head if we were still on our old system. OchreSoft has made life easier all round."

Smooth Implementation

Bolitho Way now has 10 users on the system which is a relief as the quantity of work they have has really picked up. "Switching to OchreSoft couldn't have been easier and the implementation went very smoothly" said Moger. "We had a one day training session and it has been all systems go since that day. We embraced the system from day one and now are reaping the benefits.

"OchreSoft Intelliworks is so logical in its workflow that it is easy to work with and very intuitive - the secretaries love it and have picked it up very easily. All our secretaries are very skilled in the conveyancing process, but I imagine that OchreSoft would be a good training tool for those not so technically competent as it is very easy to see the process and what is required at each stage.

"OchreSoft Intelliworks is a great aid to general domestic conveyancing especially on a multi-site or large office where you need to ensure uniformity" concluded Moger. "Implementing OchreSoft has certainly exceeded our expectations and some of our clients have already noticed the improvement. I would definitely recommend it to others."