

A horizontal banner featuring a prehistoric cave painting of various animals, including a deer, a bison, and a horse, rendered in earthy tones of ochre and brown. The word "CASE STUDY" is overlaid in large, white, sans-serif capital letters on the right side of the banner.

CASE STUDY

Dee & Griffin Solicitors Case Study

Dee & Griffin Solicitors are a medium sized high street firm with two offices based in Gloucester. The firm has expanded significantly over the years through reputation, local advertising, loyal customers returning and referral work.

Their style is based upon providing excellent customer service by giving professional and effective legal advice and representation. With twenty employees made up of six fee earners and fourteen support staff, Dee & Griffin needed to streamline their processes and improve their customer service. After careful consideration, they selected OchreSoft's Intelliworks software to help them achieve a more effective way of working.

Right time, right product

Hamish Mason, the Practice Manager joined the company in 2006 when they were still using their own in-house case management system. Immediately, he noticed that staff were working to their full capacity. He also noted each fee earner's completion statements were in different formats, which caused problems with their accounts department. Hamish had already started looking for a solution when he took the call from OchreSoft and agreed to see a demonstration along with the firm's two partners. "Michael Swift did such a great demonstration of the system that we decided we didn't need to see anything else as this was exactly what we wanted" says Hamish.

Moving with the times

Implementation was relatively simple, with a few minor teething problems as Hamish explained: "Some people are more resistant to change than others and there's always a settling in period with a new way of working. When we had problems, we called the support helpline who resolved them immediately for us. It's important to keep the momentum going and just get on

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Hamish Mason
Practice Manager
Dee & Griffin Solicitors

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Hamish Mason
Practice Manager
Dee & Griffin Solicitors

with using the software. The system is easy to use - if it wasn't, then I wouldn't have every member of staff using it!”

Integrated online SDLT

“We are using the Sale and Purchase workflows and the integrated SDLT online submission. With the Land Registry moving towards eConveyancing we wanted to get up to speed by taking a step-by-step approach in preparation for these changes. The use of OchreSoft definitely speeds up the conveyancing process and we no longer have to wait for the acknowledgement in the post. We spend less time on admin and we are printing far less paper which has got to be good!” continued Hamish.

Return on investment

Installing OchreSoft has been a great success for Dee & Griffin: “Before we installed Ochresoft intelliworks, staff were working to capacity. We were looking at increasing our resource, but after installing the system, we didn't need to as it saved us so much time. Now we get fewer problem calls from agents and our completion statements are all consistent so that helps not having to decipher numbers for accounting! I couldn't go back to the old way of working and neither could any of the other staff” concluded Hamish.

“Overall, we are extremely pleased with our decision to choose OchreSoft. Our lives are certainly much easier and we are all much more efficient” enthused Hamish. “I would definitely recommend it.”