



CASE STUDY

The Gwyn George Partnership Case Study

The Gwyn George Partnership (GGP) is a modern law firm with more than seventy employees and five offices. It is a progressive and ambitious team of lawyers supported by excellent staff able to provide expertise in a wide range of legal subjects including accident claims, family and child care cases, criminal law, property, wills and probate and services such as housing, debt and welfare benefits.

With a wide geographical spread and offices throughout South Wales including Aberdare, Ystradgynlais, Merthyr Tydfil and Blackwood, GGP have clients both locally and nationwide. With such a spread of clients and offices, GGP needed a case management system that was going to streamline workflows and ensure uniformity across offices. OchreSoft was the perfect solution to meet these requirements.

Finding the Right Solution

Karen Herbert, a member of the business management team at GGP was responsible for ensuring that they had the right system. Karen had used a case management system at a previous firm so knew about the key features that GGP would need, however she still undertook a comprehensive and rigorous selection process.

Following a number of competitive presentations, GGP selected OchreSoft and they are very pleased with their choice, as she explained: "We wanted to make it easier for people to work in a consistent manner and the great thing about OchreSoft is that it helps us do exactly that. One key feature that stood out from the others was the detailed automated processes which cover every area of work - in particular, the use of standard letters and documents. OchreSoft was the only system that actually produced the letters for us. What's more, as the letters are built into the system, the software automatically updates them with any changes to the law or regulations, so the risk of us making any errors is significantly reduced."

Smooth Implementation

Following a comprehensive training session at one of GGP offices, GGP concluded that everything went well with the implementation: "We have been using the system since March 2008 and are already using it across five different sites" said Karen. "It is now used by all our secretaries and paralegals and has improved their efficiency and streamlined their workflow. From both a management and a staff point of view, the system is very impressive."

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Business Management Team
Gwyn George Partnership
Solicitors

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So Far So Good

Essentially GGP see OchreSoft Intelliworks as a risk management tool, which is crucial from a Business Management perspective.

“The systematic workflow nature of the software has risk management features built in, limiting our risk of error. For example we can see if things are going to expire and it will alert us to cancellation dates” added Karen. “The automated processes cover every field of the firm’s expertise, and the ease and speed with which all transactions can now be carried out are reflected in positive feedback from across our client base.”

Additionally, all users of the system at GGP agree that the support from OchreSoft has been excellent. “They are very prompt in replying to emails and queries and always respond the same day.”

The Future

With the property market again on the rise, the implementation of the OchreSoft system, with its time saving features, gives all users the capacity to take on more work. The firm envisages being able to employ more paralegals at a lower cost, supported to a greater extent than ever before by the detailed automated processes and systematic workflow nature of the system. “We are very happy with the selection of OchreSoft Intelliworks and it has certainly met all our expectations” concluded Karen. “I have personally been very impressed with the system so far and the majority of our users have picked it up very easily. Most importantly, it has improved our efficiency and streamlined our workflows giving all users the capacity to take on more work.”