

A horizontal banner featuring a prehistoric cave painting of various animals, including a deer, a bison, and a mammoth, rendered in earthy tones of ochre and brown. The text 'CASE STUDY' is overlaid in large, white, sans-serif capital letters.

# CASE STUDY

## **Paul Crowley Case Study**

As a medium size practice in Liverpool, Paul Crowley Solicitors has been offering a range of legal services for over 20 years. They have two offices in Liverpool, one in Anfield and one in Walton and both sites are ideally situated on the High Street, so most of their business stems from existing clients and word of mouth.

Before implementing OchreSoft, the firm had been using an alternative case management solution, but it used old technology which was struggling to keep up with the demands of the business. With three fee earners and six support staff completing 100 cases a month, Paul Crowley Solicitors needed something that would streamline their processes making them as efficient as possible – OchreSoft did just that.

## **Staying ahead of the game**

Mike Carter says “I used OchreSoft technology at a previous firm I had worked for and was so impressed by it, that I had no hesitation about recommending the system.” Mike says that accepting the new technology was a learning curve for the firm and many support staff were resistant to the change.

“At first it took time for people to get used the system as it had a very different look and feel compared to the old one and it was a new way of working. The great thing about OchreSoft case management system is it’s a comprehensive workflow, so you just need one day’s training and then you can start using it.”

## **Low set up fees and installation**

The low set up fees and the pay as you go model has enabled the firm to use software which they initially thought was too expensive. “Working for a medium size firm means that costs are very important to us as every penny counts” continues Mike. “Cost is the deciding factor between saying yes or no to the system. With OchreSoft you don’t need to pay huge amounts of

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**Mike Carter**  
**Head of Conveyancing**  
**Paul Crowley Solicitors**

“With OchreSoft you don’t need to pay huge amounts of money up front which is great if you’re a small or medium size business.”

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### **Return on Investment**

“We’ve been using the Sale and Purchase workflows for just over a year now and we are impressed with the high quality documents and letters. I would say about 80 – 90% of the work is completed using the system which saves you writing repetitive forms and documents. My support staff can take a much more hands on approach, as the system is accurate and risk managed so there is minimal risk of error” explains Mike. “Using the system saves us a significant amount of time which means I can concentrate on the legal aspect of the case without worrying about compliance. This has saved both time and money.”

### **Working smarter**

“The beauty of the OchreSoft case management system is that it’s a system written by lawyers for lawyers, so they understand our working environment and the challenges we face” concludes Mike. “It’s exceeded my expectations and it works really well in our practice, I wouldn’t be without it!”