

Outsourcing facilitates electronic working environment

“Our partnership with Quiss has enabled us to revolutionise the way we do business”

Peter Smith, Chief Executive of Freeth Cartwright LLP



Client

Freeth Cartwright LLP

Profile

Freeth Cartwright LLP is one of the UK's leading regional law firms with solicitors operating from offices in Nottingham, Birmingham, Derby, Leicester, and Manchester. Their client base includes Center Parcs, Barratt Homes Limited, Aldi Stores Limited and local authority organisations such as the East Midlands Legal Consortium. They also have a large private client department.

Quiss Technology was initially awarded the contract for managing their IT infrastructure in 2001, and since then, Freeth Cartwright acknowledge that their involvement has played a large part in their expansion and success.

Issue

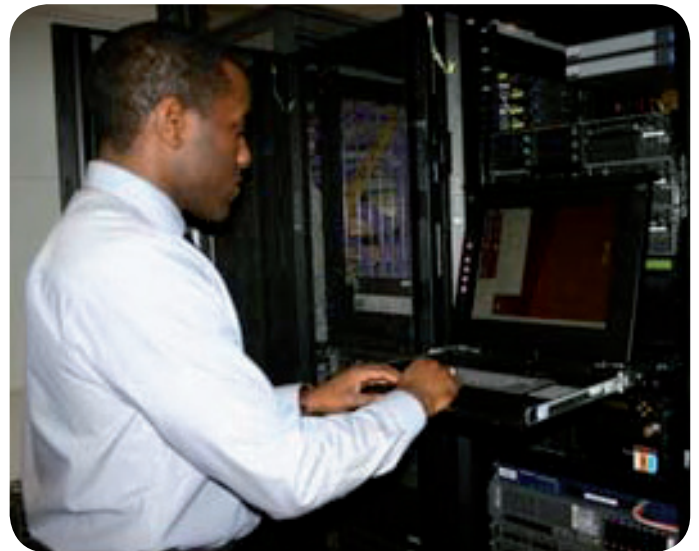
Freeth Cartwright was formed by the merger of smaller legal practices and when Peter Smith was appointed as Chief Executive, he believed that their IT systems needed to be upgraded. The system was poor, suffered from a lack of investment and did not meet the requirements of a modern firm. There had also been a number of changes to existing IT personnel and, as a result, the system lacked consistency.

Staff, especially fee earners, had suffered from a lack of training and there was a need for better understanding of IT by some of the partners. New document and case management systems had been introduced, however there was an incomplete uptake of the systems.

The management team decided that they needed a complete IT function with a full upgrade of hardware and software. They wanted to move ahead very quickly with access to a professional team allied to the resources and expertise needed, and this was not going to be possible with their existing staff.

Solved

The partners at Freeth Cartwright were highly impressed with the complete Works outsourcing solution put forward by Quiss



Technology and awarded them a three-year contract. The entire infrastructure was replaced and users upgraded to the latest versions of Microsoft Office applications and the Arista case management system. This was quickly implemented across the existing 6 offices. The benefits of their new system with a robust infrastructure were soon apparent; users appreciated

Key to the success was a tailored training program. Quiss provided dedicated on-site trainers to deliver courses based on the firm's applications, which were followed by floor-walking sessions to help and encourage staff to take full advantage of the new infrastructure.