

OCTOBER 2019

LPM

LEGAL PRACTICE MANAGEMENT

THE ONLY
MAGAZINE
FOR LAW FIRM
MANAGERS

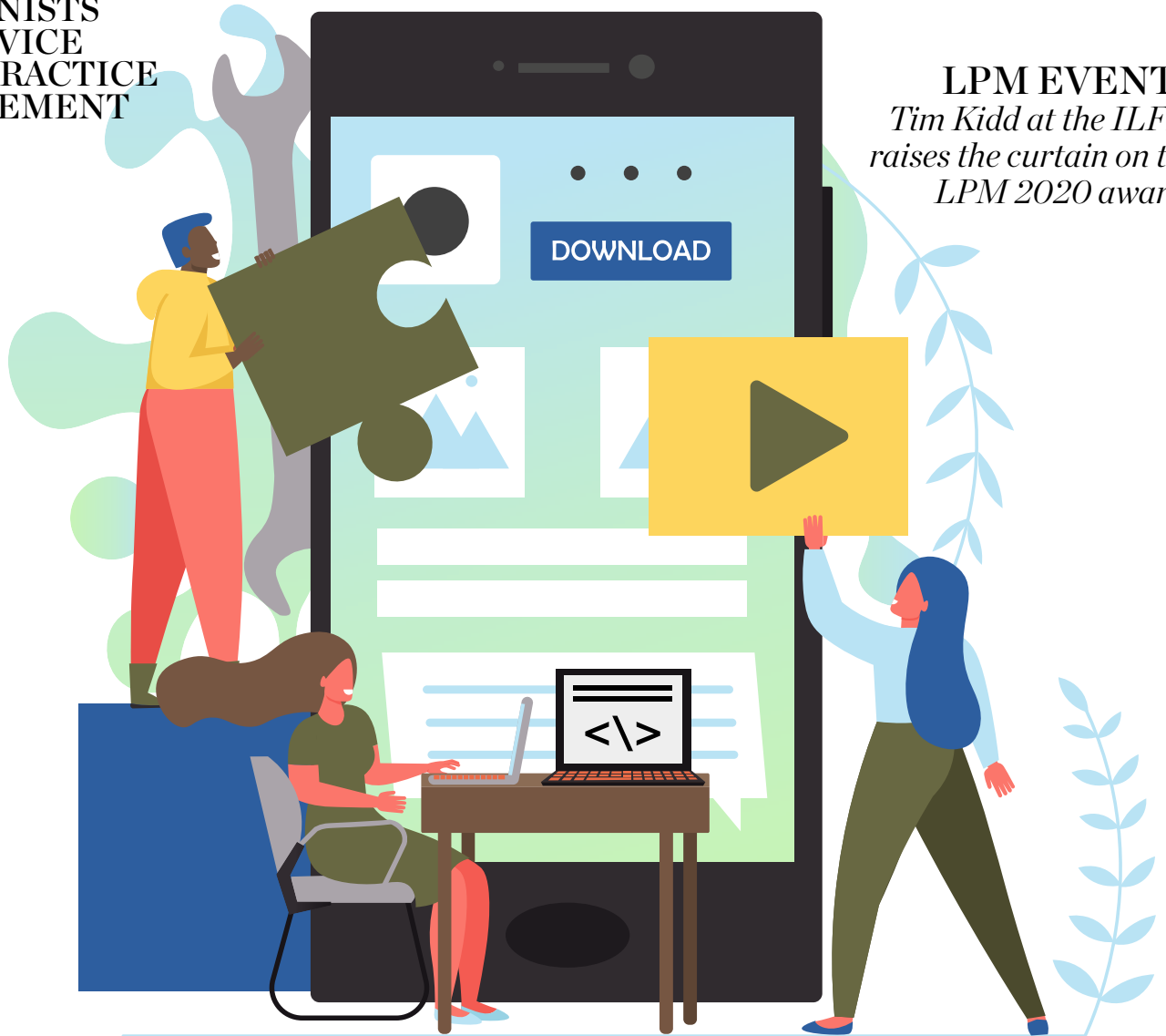
EXPERT
COLUMNISTS
AND ADVICE
FROM PRACTICE
MANAGEMENT

LPM ASKS

*Georgie Hall at Prettys
about the firm's mediation
solution Talking Works*

LPM EVENTS

*Tim Kidd at the ILFM
raises the curtain on the
LPM 2020 awards*



Process apping

*How SME law firms are preparing for future client
demands by getting their own systems in order*

BUSINESS INFORMATION FOR EVERYONE IN PRACTICE MANAGEMENT



When the choice is complicated, and the solutions presented to overcome a challenge are similar, it's easy to suffer decision inertia



Trust your instincts

NICK HAYNE, THE DATA MASTER

You are aware your IT environment is not all it should be, and it's holding back your business. So you call in the consultants or invite a number of managed IT service providers to pitch solutions that will resolve your problems.

You and your management team sit through all the presentations and hear what can be done. You understand how doing something – changing this or switching that – will make all the difference to your business.

But then, when you take time to consider everything, you find the solutions are all slightly different and the costs are similar. What do you do? How do you decide what is right for your business?

Doing nothing is not a viable option. When the choice is complicated, and the solutions presented to overcome a challenge are similar, it's easy to suffer decision inertia, regardless of the likelihood that the outcome will be less than optimal.

It's a big decision and not just in terms of cost. You will have to partner with this managed service provider for three to five years. So how do you decide when there is little difference between the solutions and you need to resolve the challenge facing your business?

You could delay the decision, but the problem with IT is that if you wait another year, the problem in your business will have compounded and you will have lost a year's benefits that could have been delivered by the new solution.

The steering committee or management team will influence your choice, but ultimately the decision rests with you. This is the point at which your instinct becomes important. Trust is

a significant factor; of all the people who can support your business into the next phase, who do you trust the most?

Still not sure? Fortunately, there is an equation that can help define trust:

$$\text{Trust} = \frac{\text{credibility} + \text{reliability} + \text{intimacy}}{\text{self-orientation}}$$

Credibility: Do they know their stuff? Do they understand the challenges you face? Are their references appropriate and high quality? Do they have experience working in the legal sector?

Reliability: Do they deliver on their promises? Have they been around long enough? Are they stable as a business? Is their team settled?

Intimacy: Do I like them as a business? Do I find their people approachable and engaging?

Self-orientation: This is possibly the most important consideration. Is the suggested solution addressing my interests or theirs? Is the solution right for my business, or is it just the easiest for them to deliver? Is their offering truly client-centric?

You can see from the equation that the less self-orientated the service provider, the higher they score for trust. Which is what you'd expect. If they care more about delivering the right solution than about what is easiest for them, there is a high likelihood that you can trust them.

Trusting a managed service provider you can get along with for the duration of the contract is one way to differentiate when the solutions are all similar. But whatever happens, do something. Doing what you have always done and expecting different results is not an option. **LPM**

Quiss

Business support solutions for small to mid-tier law firms

Contact:

01827 265 000

www.quiss.co.uk

@QuissTechPLC

Quiss
Excellence through experience

MANAGED IT THE WAY LAW FIRMS WANT IT

With more than 50% of our managed service clients in the legal sector, no one knows how to address the challenges you face like we do.

Experience measured in decades

For more than 30 years Quiss has helped clients adopt and implement digital technologies to maximise business opportunities and improve efficiency

Quiss benefits

- ✓ Deep knowledge of all legal sector independent software vendors
- ✓ Experience deploying sector specific critical applications
- ✓ Comprehensive 24/7/365 support with nationwide coverage

£12m

OUR REVENUE

Solid stable business with strategic plan delivering double-digit growth, year on year



OUR PEOPLE

More than 135 dedicated qualified professionals available with just one call



OUR SUPPORT

Helpdesk with 45 technicians, 24/7/365 support available and 40 mobile engineers

Azure Practice

Over the last few years Quiss Technology has invested significantly in the development of an in-house Microsoft Azure Practice – and we are now helping numerous professional services business transition parts or all of their environment to the public cloud.

If you are looking for advice or support on evaluating the options please contact us for more details.

☎ 0333 222 4334

➤ www.quiss.co.uk

✉ enquiries@quiss.co.uk