

ASHWORTHS BENEFIT FROM SENECA CM

Introduction

Ashworths Solicitors are specialist property solicitors based in Wimbledon.

From offices in the middle of Wimbledon's town centre Ashworths prides itself in offering a distinctly modern and professional service to clients with property or property related needs in both residential and commercial markets.

Ashworths went live with Seneca CM and PM in April 2006. Six months later both parties met up to review the progress.

The Problem

“We’d had a case management system in place before Seneca which had suffered from disuse and that left us rather cautious with this particular procurement”

says Brendan Dean – Partner.

He continues:

“We were keen that we would address some key issues such as workflow management, Lexcel and especially risk management around the keeping track of key dates.”

The Solution

The first real benefit felt by the firm has been the speeding up of simple document production at the most basic level as a result of the workflows that the firm created after training during implementation.

In turn this has allowed the firm to move to a less paper if not paperless environment:

“We have several scanners on the network and are scanning certain items as well as adding incoming and outgoing emails to the Seneca matter files.”

“ Something I find really useful is to be able to take things like search results and save them straight into the file - I save everything electronically now.”

Also very useful has been the integrated planner system. The Seneca Planner allows tracking and management of physical resources as well as people. Ashworths are a busy firm and have benefited from using Seneca to manage their meeting room allocation as well as traditional staff diaries.

Whilst the software itself has provided some significant benefit and streamlining the intangible elements of the procurement have also been really popular:

“Implementation and training went well....”

“Kirsty [Ashworths dedicated implementation and client manager] is a great trainer. I’ve never met someone so patient!!”

The reality of such complex procurements means that there will always be a need to make a call to the support desk:

“Support are very very good, previously it’s always a mental block but now I’m happy to ring the support desk and always have a good experience”.

And Seneca’s flexibility and integrated nature also found favour:

“Flexibility was one of the reasons [emis] were selected, both in terms of the technology itself and the overall emis approach ensuring that the firm will be ready for E-Conveyancing and HIPS.

“One of Seneca’s strengths is the web publishing module that will allow the firm to post information from a matter file to a secure web location.”

Conclusion

Most pleasing for all concerned is the overall feel left by the project.

Nobody denied that going from one system to another required some hard work but as Brendan concludes:

“I do genuinely regard our relationship as one of a partnership.... I have 100% confidence”.