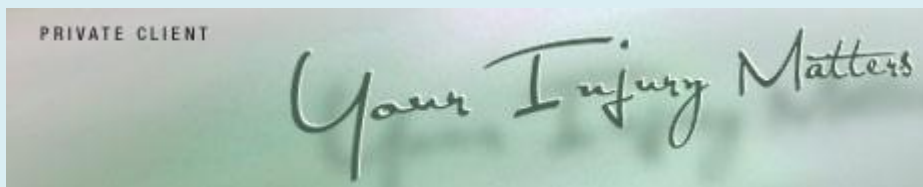




TOLLERS, SUCCESS FROM USING NORWEL'S CASE MANAGEMENT SOFTWARE.

Tollers is a Commercially led law firm with 19 Partners and over 170 staff providing nationwide services from its offices in Northamptonshire and Milton Keynes. As well as Business Legal services, Tollers also offers a full range of Private Client services to business clients and private individuals who require a bespoke service including wills, tax planning, trusts, probate, family law and conveyancing.



In addition Tollers offers a range of volume Personal Legal services. These include residential conveyancing via its '**Tollers enable**' brand, and personal injury claims through the specialist arm '**yourinjurymatters**'.

David Baskerville Tollers, Director of Operations and IT, talks us through the firm's IT strategy, and details the selection and ongoing usage – of Norwel's Case Management software.



Why did you choose Norwel and Prescient?

In 2007 Tollers carried out a review of its IT strategy. The driver behind this was to ensure that we had core systems that would meet the business needs we could foresee for the future.

In particular, to meet our case and matter management requirements, we needed a flexible product that would allow us to carry out ongoing tailoring and amendments in-house, as market and competitive pressures often force us to adapt very quickly.

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As part of the process of selection we carried out a thorough and detailed review of the systems available in the market, including a full tender and evaluation process. We reached a short list that included Norwel, Eclipse and VisualFiles.

When we benchmarked the final three we were surprised at how comprehensive the *Prescient* system was. Whilst we were already a Norwel user for our financial management needs, we had always regarded Norwel as back office supplier, but as the evaluation process progressed, we began to understand how much depth there was to the *Prescient* system. We eventually decided to select Norwel on the basis of a number of key factors:

Their commitment to working with us to meet our business objectives:

The flexibility and innovative nature of the *Prescient* software, and in particular the Case and Matter Management tools:

The RAD (Rapid Application Development) nature of the system. This has enabled us to respond quickly to the changing needs and requirements of our Case management users.

The single system approach that the *Prescient* system provided.

The project sponsor for the PI implementation was **Ingemar Hunnings**.

Ingemar a partner and senior PI lawyer at Tollers says

“One of the key objectives for the new Case Management system was to ensure we provided the highest quality of service to our clients. PI work is complex, and highly competitive, and we wanted to ensure that we processed the work as efficiently as possible, and at the same time meet or exceeded our client’s expectations for high quality service. In addition we wanted to the ability to analyse our work so that we could target and measure improvements”.



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“Prescient Case Management has met all of our expectations. It has enabled us to continually refine and improve our processing of PI work whilst embedding best practice and risk management issues, and supporting achievement of our own quality assurance standards”.

Nina Fowler one of the initial adopters of the system said.....



“The intuitive nature of the Norwel system made the implementation much easier than it might have been and our IT support were able to quickly refine and amend the system as we progressed from initial tests to going live, ”

Robert Mabbutt Tollers IT developer with responsibility for the PI implementation says...



“The flexibility of the system is also impressive, instead of standard input screens, the html tools has enabled us to give users attractive and functional screens. Whilst this may not seem a major issue, it has encouraged user take up and use of the system, something that cannot be undervalued”

“The Norwel Macro environment, with its intellisense development facilities, combined with the facility for us to define and provide our own html based screens. Has allowed us to

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respond rapidly to user development requests, and have enabled us to build a highly sophisticated system with modest resources”.



David Baskerville adds

“The Norwel case management system has been a major foundation stone in the growth of PI work for Tollers. It has enabled us to ensure that we deliver a quality service to our clients, whilst at same time reducing our costs, by efficiently handling the processing and administration of a file”.

“One of the key aspects to the success of the project has been Norwel’s willingness to listen to our requirements, and implement changes to the system, almost on demand. This responsiveness has been invaluable in enabling us to respond to the challenges and changing requirements of the PI team”

Alan Richardson Managing Director at Norwel says:

“We are delighted to have been selected to work with Tollers. The *Prescient* suite of software has been designed to enable our clients to obtain tangible business benefits and a truly competitive edge. Add this to the unique service which Norwel provides and you have some of the reasons why our clients stay with us for a long time.”

Shouldn't you be looking at a legal software systems supplier who acknowledges that every firm is different?

To learn more about how Norwel solutions can help your organisation contact Stephen Skinner on 0161 945 3511, email steve.skinner@norwel.co.uk. Or visit our website at www.norwel.co.uk

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