

THE IT SOLUTION ECOSYSTEM FOR SMALLER LEGAL FIRMS

A complete IT solutions and services package centred on CLIO – the leading Software as a Service (SaaS) Practice Management system.

ITSS helps Legal firms select and successfully implement Practice Management IT systems and undertake the business process transformations required to deliver business benefit.

ITSS recognises that Legal firm start-ups and smaller practices have different needs and constraints to larger practices. With that in mind we have developed an ecosystem of IT software, IT and business services targeted at small practices.

The components of the ITSS Practice Management Ecosystem have been carefully selected from the best in class software available on the market. These have been proven by ITSS to integrate effectively to deliver the latest in cloud based Legal Practice Management.

BENEFITS

The ITSS Practice Management Ecosystem enables small legal businesses to

- Use leading software products
- Implement in days not months
- Work from anywhere on any device
- Use the latest technologies
- Rely on a single implementation partner (ITSS) that understands the Legal business

VALUE

Partnering with ITSS enables clients to license the software components at the best price available on the market.

- Low cost monthly or annual prices
- No long-term commitments
- User based pricing



LEGAL ECOSYSTEM COMPONENTS

Software

At the core of the ITSS solution is Clio, a world leader in SaaS Legal cloud solutions for small businesses. Clio provides the core Matter Management functions.

Complementing Clio are other leading software options for

- Time tracking & Time recording
- Document Management
- Brief Building
- Case Management
- Legal Accounts
- Email and Office integration

Services

In addition to the software ITSS can also provide related services so that your business has all the support it needs.

- Software implementation and configuration
- Business process and change advisory
- IT Hardware and IT technical support
- Bookkeeping and Accounting services

EMAIL US TO DISCUSS

on SALES@ITSSLIMITED.COM

or contact

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FAST TRACK YOUR LAW PRACTICE MANAGEMENT CHANGE

ITSS Limited provides the client-side expertise to help you fast track the transition to 3E- Thomson Reuters Elite, Aderant or other Law Practice Management solution.

Our Business Transformation service has resulted in the contract and smooth implementation of the new IT system plus broad business processes change within 14 – 16 months from decision. Minimised time, cost and business disruption.

New Business intake, Compliance, Matter Management, Time Management, Matter Closure & Archiving processes together all redesigned and implemented.

All Fee Earners and secretaries classroom trained in new policies, processes & the IT system with tailored E-learning provided.

What's more, we have provided the expertise to design tailored Business Intelligence Dashboards to rival the market leaders at a fraction of the cost, giving the firm the insights to drive business growth, profitability and improved customer service.



Change Your Business Not Just Your IT System

ITSS provides the independent senior business consulting experience to challenge your Firm to not just replace what exists already but to make a step change and deliver returns that will pay many times the substantial cost of changing your Practice Management solution.

We enable you to develop and drive your vision for the future, manage the complex array of stakeholders and work closely with your vendor's Project Manager and Delivery team to deliver the results your Firm needs.

STRUCTURED CHANGE PROGRAMMES USING BEST PRACTICE

We apply industry best practice in Project, Vendor and Change Management to deliver

- Vision and expected Benefits
- Project Initiation and forming the client team
- Executive Board Briefings
- Business Change proposals
- Project Board scheduling and briefing
- Planning & Scheduling all required Client Resources
- New Process Designs and Best Practice Advisories
- Business Intelligence Dashboards/Reports design
- User Acceptance Test Plans and Test management
- Training and Education
- Go live management
- Benefits realisation

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Leading Law Firm makes a Practice Management step change

> ITSS Success Story

Our client is a full service international law firm providing expert legal services to a predominantly business client base across a broad spectrum of areas

The Firm works with some of the country's largest, most successful and progressive companies as well as many exciting and innovative smaller companies. Especially important is that every client receives personal attention, dedicated service and the most appropriate integrated advice.

In 2018 it commenced the process of changing its Practice Management System (PMS) as the current solution was going 'end of life'.

Recognising the extent of the challenge in front of the Firm, the Finance Director, decided to enlist the help of ITSS to contribute to the final vendor selection and provide client-side Programme and Project Management expertise.



Experienced and independent expertise essential

"We knew Michael and ITSS could provide not just the IT Project Management required but also had the experience to help design and drive a full programme of Business Process and IT solutions change into the business" said the FD

Solution Selection

Programme Management

Test Management

Training Design

Supplier Management

Business Process Redesign

Testing

Training Delivery

Continued >>>

"Michael's input was invaluable. Not only did he contribute to what we now know was the right vendor selection on the best terms, but he also got the Change Programme structured in line with best industry practice and had all the right people involved at the right time doing the right things"

Finance Director

Leading Law Firm makes a Practice Management step change

> ITSS Success Story

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"We had seen other organisations put in place dedicated teams of staff to effect a similar PMS change", said the FD "I wanted a fast paced project that would help us change and improve the way we did things and, knowing that these projects have peaks and troughs of effort decided that using the external expertise from ITSS would be the best way to help me achieve this"

Over the 18 months after systems selection ITSS worked with the Firm, running the Change Programme and 3E systems implementation. The work included Executive Board briefings, Business Change proposals, Project Scheduling and Tracking, New Process designs, contributing to 3E configuration workshops, designing and delivering Business Process and solution training, Test Management and testing and designing a bespoke set of Business Intelligence dashboards.

After systems configuration, two test data conversions, data and system testing, the development of integrations to time recording, document management and CRM systems and the training of 200+ staff the 3E system and a range of new business processes went live in Belfast and Dublin Offices. **The system transition was smooth, the Project was 100% on budget and to timescale.**

"I wanted a fast paced project that would help us change and improve the way we did things"

"By all accounts what was achieved, compared to other similar sized Firms implementing 3E, has been remarkable", said the FD. "Michael Hully and ITSS was fundamental to this success".

ITSS is continuing to assist the Firm to drive through the roll out and use of the system and new processes, ensuring that the broad range of benefits are realised



Solicitors improve print processes, technology and services

> ITSS Success Story

Our client is one of the largest full service law firms in the world, acting for the public and private sector. In Ireland it is the only full service international law firm providing expert legal services to a predominantly business client base across a broad spectrum of areas.

The practice's Finance Director was keen to review printing services and to ensure that the firm was getting a high quality service in the most cost-effective manner.

"We were producing over 1,500 Case Bibles and printing over 5 million pages per year on a mixture of Océ Multi-Functional Devices and Hewlett Packard Printers. With such a large requirement, we wanted to ensure we were getting the most effective solution," said the FD.

"In a large legal firm, print is actually a business critical activity. We knew that changing our facilities and services would require a professional approach, with procurement and implementation expertise required in both Information Technology and service outsourcing."



"An independent external view essential"

The firm asked Michael Hully at IT Solutions and Services (ITSS) to assist them in carrying out the review and effecting the necessary changes.

"We felt that ITSS offered us not just the technical, project, change management and procurement expertise we required but also that an independent external view would be essential if we were to achieve the best possible outcome for the business," said the Finance Director .

Continued >>>

"ITSS guidance and expertise was critical to the successful overhaul of all our printing, scanning and document production facilities and processes. With their help we now have a Managed Print infrastructure and an outsourced on-site Print Room service that delivers exactly what our business needs and that is exceptional value for money"

Finance Director

Solicitors improve print processes, technology and services

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Once the scope, objectives, expected outcomes, timeframes and project management processes were agreed, ITSS worked with the client and produced a detailed Sourcing Report. This report defined the current views of the key stakeholder groups, the detailed print related processes, volumes and actual business costs and the areas of opportunity for improvement and efficiency.

"The Study Report was itself an invaluable deliverable for us. For the first time we were able to review inefficiencies and highlight issues with our processes. We obtained the views of partners and staff, as well as getting a complete cost breakdown of our printing activities, including labour and facilities," said the FD. "We were able to use this report to gain agreement at Partner level on key policy issues on business processes and outsourcing opportunities, and then pass the baton back to IT Solutions and Services (ITSS) to run the detailed procurement exercise."

Using their procurement expertise and market knowledge, IT Solutions and Services ran a formal procurement exercise for printing devices, support services and outsourced print room services to support the needs of the business. The bid evaluations and recommendations for short-listed suppliers were then presented in a Sourcing Report to the Print Project Steering Group and key members of the group took part in presentations and site visits to these suppliers.

"An outstanding level of detailed analysis"

"The Study Report delivered an outstanding level of detailed analysis that clearly showed how the potential providers would meet demanding Service Level Agreements as well as giving us the full costs of their proposals. Michael clearly knew how to engage with suppliers to get the best from them, giving them the clarity on our requirements that enabled them to commit to defined Service Levels, deliver exceptionally cost-competitive proposals and bring forward added value services that will benefit our business," said the FD.

Following the site visits, a supplier was selected for a 5-year contract to supply Multi-Functional Devices, printers and a staffed on-site print room service to Eversheds Ireland. The project has delivered much improved facilities and print room services, savings of 38%+ on the managed print estate and substantial administrative and secretarial labour efficiencies. **In total, savings could exceed €900,000 over the term of the project.**

IT Solutions and Services (ITSS) is continuing to assist the client with on-going Supplier Management services and performance audit against a comprehensive set of Key Performance Indicators.

