

Abrahams Dresden is a firm of commercial solicitors, established in 1995 and located in Smithfield, London.

Since investing in Insight Legal, Abrahams Dresden has reported significant benefits to their financial management, which has positively impacted their delivery of client services. In particular, the practice has reported vast time savings made possible by the system's user-friendly functionality, as well as the ongoing support provided by members of the Insight Legal team, at any point of need.

ABRAHAMS DRESDEN STREAMLINES LEGAL ACCOUNTS MANAGEMENT WITH INSIGHT LEGAL SOFTWARE SUPPORT

THE LAW FIRM

- The firm provides high quality, specialist legal services at competitive rates and aims to give clear advice in a friendly and efficient way, with an informality seldom found amongst lawyers.
- As well as practising commercial law, Abrahams Dresden takes a commercial outlook, recognising the need to provide exceptional service to ensure client satisfaction and growth.
- Amongst the firm's 3 partners and further 13 fee earners, they offer expertise in Debt Recovery, Matrimonial, Pharmacy, Litigation, Property, Dental, Company Commercial, Wills & Estates and Employment legal services.
- In order to successfully deliver this level of service, Abrahams Dresden sought a simple yet robust legal software supplier that could seamlessly migrate its 20-year cache of Accounts data and support its staff with an efficient and accurate finance and practice management system.

THE REQUIREMENTS

Founded in 1995, Abrahams Dresden has invested in legal software to support its staff with Legal Accounts management for many years. Having worked with the same legal software supplier for 20 years, the firm made the decision to adopt an alternative system that matched the needs of its users for extensive reporting and simple functionality, as the company continued to grow.

Keely Durrant, Accounts Manager at Abrahams Dresden explains the firm's software requirements, after having experienced reporting limitations within its previous system: *"Having been with the same software for 20 years previously, this was an extremely big move for us. As our team and client base grew, the billing reports functionality became increasingly limited and our accounts staff required a more sophisticated set of tools to keep them operating as effectively as possible. As a result, this became one of the key drivers behind our decision to seek the support of a new legal software."*

"Throughout these years, we had also built up a vast amount of data within our previous system. It was therefore crucial that our next supplier was experienced in delivering a seamless migration service, which not only maintained all of our existing data, but also allowed our business to run efficiently during the installation period."

"After experiencing a cumbersome termination process with previous systems, we were committed to finding a provider which not only provided the control and scope of reporting that we needed to manage our legal accounts effectively, but also delivered a personable and supportive service to ensure that we got the most value from our new system." operational efficiency.



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Insight Legal Software launched in 2011 with a clear objective: To provide an innovative approach and flexible solution to law firms looking for reliable software from a committed supplier.

We take a straightforward approach – we are open and honest, won't use jargon or complicated pricing structures and won't try and sell you anything that you don't need. Some companies want you to spend money; we want to save you money.

THE SOLUTION

Insight Legal delivers a suite of legal accounts functions, which aim to meet the specific needs and requirements of every firm without compromise. Built on the understanding that good financial management underpins a well-operated firm, the company provides solicitors with client account recording and reconciliation features, as well as vast review and reporting options to help firms monitor their transactions and determine their financial status in real-time.

In addition to such comprehensive features, Insight Legal's system is also designed to be user-friendly and easy to navigate. This, combined with the expertise of its team of industry professionals makes for a highly supportive system, which enables firms to manage their caseloads and deliver exceptional customer service whilst operating in line with industry standards.

After undertaking extensive market research, Abrahams Dresden identified Insight Legal's system as the one that best catered to its specific requirements and made the full transition to the software in October 2017. *"Our research consisted of a number of initial online searches to get a big picture overview of the different systems on offer. To narrow down our search, we took part in various web demonstrations to understand first-hand how each system would operate in comparison to one another. During this process, we engaged with the team at Insight Legal, who were extremely approachable from the outset and delivered an extremely clear demonstration of their system," Keely commented.*

"Visually, the system felt comfortable because it seemed relatively similar to systems that our team has used in the past, however the extensive functionality displayed to us by the team offered a new dimension of reporting which would be extremely valuable to our accounts team. However, this was not the only key differentiator. Engaging with Insight Legal's team also gave us the confidence that we would be fully supported throughout the installation and set-up phase. Ultimately, this gave us the confidence that our data would be in safe hands throughout the process, which in the end made our final decision a simple one."

THE RESULTS

Keely commented: "Since moving to Insight Legal two years ago, our team has reported huge efficiencies made by the system's range of accounting tools. For example, its credit control and file review functions have enabled our staff to make valuable time savings previously spent on lengthy processes, whilst giving us the real-time reporting which is now essential to delivering a first-class service on behalf of our clients. The system is also extremely simple to navigate, allowing our staff to remain productive whilst minimising the margin for error when operating the software."

"We hold a lot of data, but the team at Insight Legal did the 'heavy lifting' to make the transition smooth and stress free. This level of support has also extended far beyond our initial onboarding phase. We have never not been able to get through to anyone and the team are always able to give me a clear answer when we have any questions about the system. We could not recommend them highly enough."

Keely Durrant, Accounts Manager

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