



# DOCUMATICS™

## Harry McCullagh & Co. Solicitors

Property Sales & Purchases, Re-Mortgaging & Leases, Accident & Personal Injury Claims, Employment & Company Law, Wills & Probate, Family law, Court Appearances.

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## Our Problem

Prior to installing Legal Evolve, we had several difficulties with our own data base system. We had generated it ourselves on a Microsoft Word-outgoing mail only basis. We had no facility to properly manage documents, incoming and outgoing mail, emails or indeed faxes.

This caused us great difficulty in managing files and was particularly frustrating when we would have to spend time-consuming efforts finding a misplaced "hard file". There were further difficulties in managing precedents, we found the re-generation of existing precedents very time consuming. We also were not scanning incoming mail, therefore had no back-up if something happened to the document itself.

## Why Legal Evolve

Having examined the Practice Evolve system, along with several other case management systems, we chose the Evolve Platform primarily due to the simplicity in its operation and display of its home screen; it had the look and feel of our existing Outlook, Word and Excel, and therefore was extremely easy to follow. It also had the ability to tie in client, diary, phone log, scanning and where appropriate digital dictation.

We were very impressed with the ability to generate documentation from the existing database. Also at a later date, following installation, the Work ow system was tailored to our requirements.

## Implementation

The installation and training was done professionally and at times convenient to this office and its staff. Whilst initially the system took getting used to, it was quickly adapted by all Solicitors and support staff. The ongoing training is particularly comprehensive and we see the system as one which develops with our own needs, and indeed it has been amended to adopt certain changes which we required.

## Ease of Use

The staff of this office adapted quickly to the new software due to, as previously stated, the clear display and document control/management systems. This display and document generation coupled with the training allowed all staff members at whatever level to adapt quickly to the system.

## Strong Support

We were most impressed with the support team at Olive Bear and in particular the ability to resolve issues once contacted in a timely manner, very often within the space of a few hours, and always on the same day. It is clear to us that continuing support and updates of the system are an inherent part of Olive Bear's customer support culture.

## What It Means To Us

In particular, I find the mail scanning system and the ability to manage my emails, both incoming and outgoing and associate them to the relevant file very useful. The reports are particularly beneficial. Furthermore the ability to have all the information on screen without recourse to the file is something any Solicitor in whatever area of practice will completely appreciate.

We are a general practice comprising of two Solicitors and four Legal Executives and deal with all areas of law to include in particular commercial law, conveyance, probate, family law and general litigation.