

DOWSON TURCO LAWYERS CASE STUDY

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COMMUNITY MINDED

Dowson Turco Lawyers have been an active part of the vibrant and diverse Newtown community in Sydney for more than a decade.

They have built a reputation for championing the rights of individuals and businesses, with a strong focus on providing services to support their everyday lives in an accessible and approachable way.

KEY TECHNOLOGIES

Dowson Turco Lawyers work more efficiently with:



**POWERFUL AND PRACTICAL
REPORTING TOOLS**



**COMPREHENSIVE CONTACT
DIRECTORY**



**INTUITIVE WORKFLOW
FUNCTIONALITY**

SUPPORTING THE NEXT DECADE OF GROWTH

Dowson Turco Lawyers began looking for new technology to replace their old practice management system, which was originally implemented during the firm's inception and had since become outdated.

They set out looking for technology that was scalable to the firm's growth and would support the next decade of work. Having evaluated their short-list of four potential candidate systems, they felt PracticeEvolve was best suited to support the firm's long-term growth and success.

Kel Murray, the firm's Practice Manager, stated that "We had a long list of requirements when evaluating the legal technology currently available in the market. These are probably standard to most of the systems out there, however, PracticeEvolve was able to offer us something more.

We were specifically looking for a system with workflow functionality to streamline our internal processes and enable us to deliver more efficient services to our clients. Also of importance was the capability to gain access to more powerful reporting tools and have greater command over our data to boost our overall performance."

HEIGHTENED LEVEL OF PERFORMANCE

Following the eight-month decision making, implementation and go-live process, Dowson Turco Lawyers were able to familiarise themselves with the system in more detail.

Having assumed that 'all legal accounting systems are essentially the same', they found that the reporting functionality within PracticeEvolve not only provided the firm with access to a library of useful reports but also offered a powerful and practical report builder.

Instead of having to pay for tailored reports to be built, Dowson Turco Lawyers found that they had the capability to meet all of their reporting requirements in-house without needing specialist skills.

The PracticeEvolve system comes with a set of 'data cubes' – pre-calculated information that greatly simplifies reporting on complex data sets – which significantly streamlines custom reporting.

It is the custom reports that enable Dowson Turco Lawyers to unlock the growth that the firm needs by providing them with the capability to understand their business in the way that they want to, rather than in the way their vendor has dictated for them.

DESIGNED FOR GROWTH

The efficiencies gained from a truly integrated system are only realised through simplicity. Firms using PracticeEvolve view the technology not just as a means to drive efficiency, but rather to revolutionise the way legal services are delivered.

The contact directory within PracticeEvolve provides a central storage system for the firm's client and contact information thus significantly

reducing search time and manual data input. This means that with all the information right at their fingertips, the team at Dowson Turco Lawyers is able to move away from keeping manual lists of contacts and use the functionality of the digital directory to simplify how they communicate with them.

An essential part of any legal team's daily activity is the creation and storage of the documents and emails on a matter. PracticeEvolve's intuitive central storage system is so effective because it helps Dowson Turco Lawyers do the tasks they already do, only better.

"Our staff took to the PracticeEvolve document storage like ducks to water. We have now moved on to automating our precedents to help improve our day-to-day efficiency in handling client work," said Mr. Murray.

GETTING THE BEST FROM A NEW SYSTEM



By making use of the internal mail and document sharing features, Dowson Turco Lawyers simplified their internal communication, fostering greater team efficiency and allowing them to shift their focus from laborious and time-consuming administrative work to delivering quality services to their clients.



The implementation of new technology typically requires a greater cultural shift in an organisation. Whilst it can be difficult to change people's behaviour, the leadership team at Dowson Turco Lawyers persevered in demonstrating how digitising the firm's data can greatly reduce the time taken in subsequent work on the file and deliver tangible time-savings.



Dowson Turco Lawyers took the time to explore all the features and functionality available in PracticeEvolve and understand how the system can be tailored to suit the firm's particular requirements.

