

SHARP TUDHOPE LAWYERS CASE STUDY

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WITH AGE COMES WISDOM

Based in New Zealand, Sharp Tudhope Lawyers have been providing legal services since 1896. Combining a wealth of expert knowledge and years of expertise, the firm's success is derived from their passion for supporting their clients, staff and the local community over the intervening decades.

Committed to staying ahead of legal industry developments, the staff at Sharp Tudhope Lawyers pride themselves on maintaining a forward-thinking mindset whilst treasuring the firm's rich history. Keeping their finger on the legal industry pulse, the firm has grown and adapted to meet the needs of their clients, with technology acting as a vital driver in supporting the past few decades of investment.

KEY TECHNOLOGIES

Sharp Tudhope Lawyers work more efficiently with:



**INTUITIVE DOCUMENT
MANAGEMENT CAPABILITY**



**AUTOMATED BILL
PRODUCTION**



**COMPREHENSIVE SYSTEM
TRAINING**

OPEN TO INNOVATION

Sharp Tudhope Lawyers' journey to adopting PracticeEvolve was eventful.

After three decades of using the same practice management system, the firm realised that in order to facilitate growth for the next three decades a more modern solution was required. They made the bold decision to shift to a system that, for reasons outside of their control, was retiring within two years of implementation.

It wouldn't have been surprising for the firm to turn back to the 'usual suspects' in the practice management system space, but when the Partners learned about PracticeEvolve their appetite for innovation was re-ignited. Leading the way, Sharp Tudhope Lawyers were the first firm in New Zealand to partner with PracticeEvolve and went live in September 2017.

The firm turned the unexpectedly rapid transition between technologies into a benefit by paying close attention to key learnings from the interim implementation. By applying the knowledge gained to the PracticeEvolve transition, the firm set themselves up to maximise and speed up the return on investment with their new solution.

Sharp
Tudhope

LAWYERS

TECHNOLOGY IS A PARTNERSHIP

One can't ignore the headaches of implementing new technology at a law firm. Teaching the staff the functionality of new software requires time and effort, including assisting users through the change and providing them with adequate training.



DEENA HIMPERS
Practice Manager,
Sharp Tudhope Lawyers

While reflecting on why she felt the move to PracticeEvolve was a success, the firm's Practice Manager Deena Himpers commented, *"We took the time to train super-users in each department, which meant that all individual teams had a knowledgeable person at hand to help answer user queries. It also helped that the software is quite intuitive and the functionality easy to learn and use"*.

To reduce potential downtime, and as part of their commitment to fostering a seamless experience for their teams, Sharp Tudhope Lawyers made it a priority to invest in system training for all their staff.

Mrs. Himpers went on to say, *"We understand that those firms that invest well, and stick with the technology, reap enormous benefits when it comes to saving time and money, keeping track of profit-driving metrics and ultimately, delivering superior quality of service to their clients. PracticeEvolve offers all the features and functionality to help us realise those benefits."*

IMPROVING ACCURACY, CONSISTENCY AND ACCESSIBILITY

As a firm grows so does the number of files and documents, meaning the value of integrated document management function as part of a practice management system can't be underestimated.

In the case of Sharp Tudhope Lawyers, PracticeEvolve's easy document management function was especially important. Having all documents stored in a central and secure location means that the firm can assist all of their clients in a prompt and professional manner even if a key staff member is not available.

This, combined with access to a comprehensive accounting solution which enables automated and online bill production, allowed the firm to realise tangible time-savings from the reduced administrative workload across the board.

KEY LEARNINGS FROM THEIR MOVE



Allocating part of the new system budget to staff training meant that their teams felt confident in transitioning to PracticeEvolve and had instant access to a knowledgeable team member who knew how they worked.



Streamlining the billing process has resulted in a simpler way for the firm's staff to draft, approve and issue their bills. A legal assistant can create the first draft of 50 bills in less than one minute. Clients appreciate bills that are issued promptly and the firm benefits with reduced lock-up and improved cash-flow



Implementing process improvements in the back-office means that the Practice Manager can dedicate her attention to the business rather than being bogged down in repetitive administrative tasks.

