

Case Study Leeds - July 2007

ROGERS & NORTON INVEST IN THE FUTURE

“We consider ourselves to be leaders in our field and therefore we like to deal with other similarly successful organisations like Linetime.”

Operating from a stylishly converted listed building in **Norwich**, Rogers & Norton was founded in 1982. Since that time the firm has grown significantly as its reputation developed both within the city and nationwide. The firm now has 10 partners and over 70 fee earners and support staff.

The firm’s philosophy centres on understanding clients’ needs and developing practical, high quality solutions that meet their requirements at a competitive price. The partners and fee earners pride themselves on speaking plain English and providing all clients with straightforward and understandable help and advice.

From its inception the firm has understood the tremendous benefits to be gained from the application of the latest technology to their business and has a tradition of investing accordingly. It installed its first IT system ahead of most other firms and first installed Linetime’s Practice II Accounts and Practice management software nine years ago.

As Bruce Faulkner one of the firm’s partners commented, “When we opened for business we implemented what we considered to be the best IT legal business solution that was available – which by today’s standards was pretty basic. As the years rolled by we discovered Linetime’s product range which after extensive research we concluded suited our needs best. In particular we wanted a package that allowed us to write our own case management procedures. The business flourished and I’m convinced that this was in no small part to our continued commitment to computer automation in all its forms.

“Our latest investment, following a further examination of the modern legal software marketplace, is in the latest **Liberate** software suite from **Linetime**. We decided to roll out **Liberate** to all 80+ desks within the firm so that everyone could benefit from what we believe to be the best and most comprehensive legal software system on the market, from a highly professional outfit providing excellent software support.

“Being heavily committed to IT, coupled with the open plan layout of the offices, enables us to provide a highly efficient cost effective service to all our clients from individuals to PLCs.

“Although we are based in **Norwich** the firm acts for clients on a nationwide basis again aided by our commitment to IT. We believe that the availability of modern communications products such as **Liberate Online** will enable us to continue to develop this nationwide business plan, in the full knowledge and confidence that we can service clients’ requirements irrespective of their location.”

Rogers & Norton specialise in most areas of the Law (except Criminal). They offer a range of **Online** services including **Personal Injury Claims, Matrimonial** and **Conveyancing**. They also have a full range of services for **Business** as well as a Private Client department working on **Wills & Probate** and are happy to take on **Agency** work.

Bruce Faulkner again, "The reason we chose the **Liberate** suite of software rather than any of the other products we considered, was quite simply because we believe that **Liberate** is the best. We have been very impressed with Linetime as a company over the past nine years and were confident that in Liberate they would continue to deliver. In addition we believe that Linetime's commitment to continued product development and the upward scalability of all their products matches our own business and IT philosophy perfectly.

"Over the years we have found it very rewarding to work with what is undoubtedly one of the foremost legal software development teams in the country. The quality of this team is exemplified by the fact that they were the first legal software supplier to be recognised by Microsoft as .NET specialists, receiving appropriate accreditation for their efforts.

"However, irrespective of the future, if we didn't believe that the implementation of **Liberate** would enable us to improve our overall profitability then we would have chosen something else.

"To this end we are confident that we will gain a number of significant and tangible benefits from implementing **Liberate**. For example, the software's excellent management reporting functionality will provide us with more control over all aspects of the business, leading to greater efficiencies and lower costs.

"Other benefits will accrue from improved client service through the use of the **Liberate Contact Marketing** software, coupled with the enhanced **online services** that will enable clients to monitor their cases remotely, saving fee earner time, once again increasing overall efficiency, leading to greater profitability.

"Quite simply we think that the latest **Law Society Software Solutions Guide** has got it right when they voted **Linetime** the country's **Number 1 Legal Software Supplier**."

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Background:

Linetime is the country's leading Legal Software Company - Law Society Software Guide 2007.

It was founded in 1983 following an MBO from a large UK computer company. Since then they have focused entirely on the development of software and systems for the legal marketplace.

Since its formation **Linetime** has developed **Practice Management and Case Management systems** as well as niche products for debt recovery – **Debtime** is an acknowledged market leader in its field.

Linetime's latest product **Liberate** was the first truly integrated legal software suite available to the UK legal sector. Operating in a Microsoft SQL Server environment customer shipments began in July 2001. The many benefits of the single database approach have resulted in the development of comprehensive Customer Relationship Marketing facilities (**Liberate Contact Marketing**) and many sophisticated reporting tools (**Liberate Report Generator and MyView.NET**). **Linetime** was the first legal software supplier to be recognised by Microsoft as .NET specialists, and receiving appropriate accreditation.

Liberate Express is an exciting new document and matter management system. **Express** can be used in harmony with the rest of **Liberate** but caters for the non-procedural "ad-hoc" worker and assists compliance and adherence to standards across all desks.

LIBERATE

Is a complete suite of software for the legal profession. At its core is a single Microsoft SQL Server database that ensures the modular system works as one, unlike the alternative approach of "bolting together" disparate software from disparate suppliers. Although **Liberate** is a complete solution the individual modules can be purchased separately and added to later without compromising the overall investment in a complete product.

Using **Microsoft .Net** technology we are able to take advantage of integration with leading specialist third party software providing real benefits to the user in such areas as Digital dictation, Postcode look up and Client Identity confirmation.

- Practice Management & Case Management
- Debt Recovery & Contact Marketing
- Liberate On-line & MyView.NET
- Image Router