

Stevensdrake solicitors opt for DebttimeSQL from Linetime

Stevensdrake solicitors is a very well-known legal practice based in the thriving Crawley business community in the South of England and a user of Linetime's market leading debt recovery system DebttimeSQL.

Stevensdrake, has an establishment of 100 staff and has been in business since 1782. It is made up of two divisions: Commercial & Private.

One of the most significant aspects of their Commercial Division is their debt recovery department that has been operational for over 30 years. As Graham Penn the Partner in charge of Debt Recovery commented, "Debt Recovery is a core element of our business and has a significant impact upon other areas of our business in the Litigation and Insolvency Departments. We have some very well known companies as clients. It is very important that we not only match their requirements, but also think to their potential future requirements. For example, we recognise that they may want the ability to access their accounts remotely using the very latest Internet based communications technology. They will also want reports in a modern and user-friendly format. It is a core part of our plan for growth to develop this part of our business. To this end we took a serious look at the capability of our existing software to see if it was capable of taking the firm forward into the next phase of our development.

"We knew that to grow, we had to be able to take on more work without a corresponding growth in overheads. We wanted a system that would enable us to improve the efficiency and effectiveness of our day-to-day Debt Recovery operation, whilst offering a range of state of the art features that would enable us to provide even more services and continue to satisfy our existing clients and win new business.

Gavin Pickering, partner in charge of the firm's IT and Corporate Recovery & Insolvency department, commented: "After researching the market for a considerable length of time we focussed in on three potential suppliers. Once we'd seen Linetime's DebttimeSQL and talked to some of their existing customers, we realised that this product and indeed Linetime, literally stood out from the crowd.

"The major difference between their product and the other systems we examined, was the fact DebttimeSQL had obviously been developed specifically for Debt Recovery, whereas other systems seemed to be based on amended case management software. The result was that the Linetime solution not only met our specific operational requirements perfectly, it also proved to be flexible enough to be tailored in those areas where our mode of operation was different from their other customers. In other words, we could tailor our system exactly to our own clients' needs."

One of the most important questions to ask when purchasing a new system is, 'will the technology allow you to increase productivity while at the same time helping cut overheads, so you can handle more work with the same or fewer resources but also increase your profit margins?' ["How to Select a System' by Charles Christian Institute of Legal Cashiers & Administrators (ILCA) Listed Software Suppliers Guide 2005].

"In short this is precisely why we purchased the DebttimeSQL system from Linetime".

As Linetime's Managing Director Tony Klejnow said, "Delighting our customers and exceeding their expectations is our company's mission statement and so it is very pleasing to read the comments from Graham and Gavin and know that once again we've done a good job and achieved our objectives."