



Case Study

Bailey Nicholson Grayson



Bailey Nicholson Grayson are a firm of solicitors specialising in Criminal Law with offices in Essex, Hertfordshire & Kent. Partners Mark Bailey and David Nicholson have grown the practice from scratch to become one of the largest criminal specialists in the UK.

The firm pride themselves on their professionalism, integrity and compassion and seek to provide a top quality service to their clients. It became clear that since the focus of the business was on criminal law, spending time on IT was wasting valuable fee earning time.

Over 8 years ago, the firm started using DPS case management software and decided that as the practice grew their IT infrastructure would also have to grow to accommodate their changing needs. This growth would have to accommodate home working, email, remote text services, remote connectivity, collaboration with counsel, digital dictation and of course integrated case management and accounts. They needed to provide their fee earners not only with the best software tools to do their jobs, but the best hardware platform to deliver the technology at the point that they needed it most.

They knew that having an internal IT department and employing at least one IT person to look after their hardware and software was inevitable. Of course this employee would need to be managed by the Partners, taking up more of their valuable time.

A decision was taken to outsource this function so that the management overhead on the practice was reduced. This would enable the partners to concentrate on their work without worrying about IT and other changing needs, such as disaster recovery and business continuity.

In 2004 they took the decision to switch to a hosted solution from DPS, this meant DPS took over all the day to day running of their IT provision. The company simply paid a monthly fee and DPS guaranteed 99% uptime.

Hosting is the process by which a desktop with all the required applications is delivered to a user via broadband internet access to the DPS data centre. Users go about their work in exactly the same way as if they were not hosted, but benefit from almost zero down time for updates, disaster recovery, backups and so on.

How has this worked for BNG?

Jo Sargeant, IT Practice Manager at Bailey Nicholson Grayson commented, "Our business has grown rapidly over the past 10 years. We had been spending too much time on hardware maintenance and software updates and we needed to concentrate on running our firm of criminal lawyers. The DPS Hosted service provided the perfect solution."

Jo added, "Since going hosted in 2004 we have not had the burden of keeping hardware performance checked and maintained as DPS now take care of this. We can concentrate on providing the best level of service to our clients and I monitor and manage the DPS service provision."

Now with nearly 50 users, the firm use the fully integrated suite of software including Criminal Case Management, Cashier Accounts and TeamTalk Digital Dictation.

Their growth continues, and in November 2008 they took over Graham Dobson, a firm of Criminal Defence Solicitors covering London, Kent, Essex, Surrey and Sussex.