

## Kent Law Firm Hails DPS Solutions.

"DPS Software saves me money!" exclaims Graham Dobson (pictured above), principle of Dobson Hillman, a leading specialist criminal practice in Orpington, Kent. With the help of DPS Software the firm has expanded from a staff of 4 to a practice now employing over 40 personnel.

Dobson Hillman and DPS are no strangers to each other - the firm has been using DPS case management for eight years when at the end of 2000 the firm decided to dispense with the services of other suppliers and place the sole responsibility for IT requirements with DPS Software. This was provided by DPS's unique remote hosting service and thin client technology which serves the practice by means of a dedicated secure line to the firm's offices.

This remote hosting supported by DPS's robust servers revolutionised the firm's ability to work at speed. "Despite as many as 25 personnel using the system at any one time, the processing of the work is quicker than an in-house connection - it's very quick!" enthuses Graham Dobson.

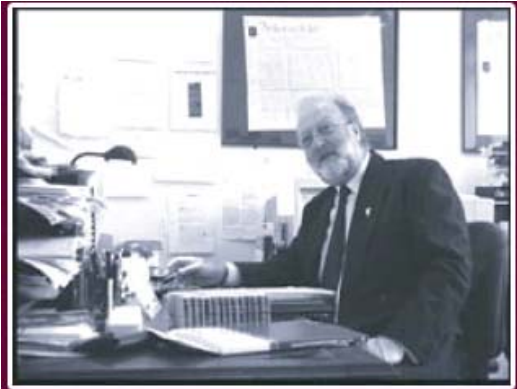
"Our annual IT maintenance expenditure has been reduced by 60%, enough for me to employ another solicitor every year!"

**Graham Dobson,  
Dobson Hillman**

DPS ensures that all desktop software employed within the firm (MS Windows, Office, DPS Crime and DPS Cashier Accounts) are hosted and managed from DPS Software's secure data centre, known as the DPS FM (Facilities Management) Solution. The technology is central to the firm's strategy in managing costs, monitoring fee earner/secretary ratios, managing client relationships and ensuring LSC compliance.

Graham Dobson is fulsome with his praise for the hosted system. "We have here a happy, singing, dancing team!" he enthuses. Not least is the time-saving feature of the technology. Rarely does the firm have to concern itself with IT problems. "Ring DPS and they can come in 'remotely' and fix any problems - they rectify and supervise adjustments." he says.

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## Kent Law Firm Hails DPS Solutions *cont.*

Profitability is another plus factor for the practice. No longer does the firm need to employ IT personnel. DPS hosting and support means such expense is no longer necessary. "Our annual IT maintenance expenditure has been reduced by 60%, enough for me to employ another solicitor every year!" claims Graham Dobson.

Another attractive feature which enhances both efficiency and profitability is the user friendly nature of the solution.

"DPS has standardised its software by means of templates and easy-to use applications so that all personnel soon become familiar with its various functions, from the office junior to technical staff. There is no way we could possibly handle our current volumes of work without all our staff being fully acquainted with the operations of the software," he says. In terms of competitive advantage, Graham Dobson feels sure he has a winner. "Anecdotal evidence is that with this software we are some way ahead of our competitors. Other firms frequently ask me to show them how it's set up and how it operates within our practice."

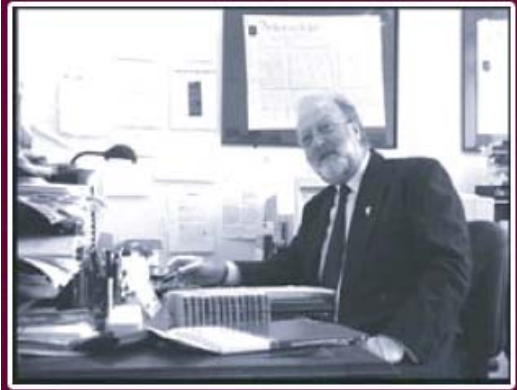
*"We cannot imagine operating without DPS in the practice. DPS has played, and will continue to play, a major part in our expansion."*

**Graham Dobson,  
Dobson Hillman**

Administratively, the software has proved costeffective and effortless to operate. "Effective input and process of data is essential for effective use of the software." Luckily, the user friendliness of the package and the helpful training and support services that DPS provide for all levels of personnel make this function exceptionally easy." Technical support is available at the drop of a hat by email, remote dial-in, telephone or on-site if necessary. Legal Services Commission compliance has also become immeasurably easier with the use of the software. "Any compliance glitches can immediately be rectified on audit by adjusting the system to meet future audit

requirements," he stated.

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## Kent Law Firm Hails DPS Solutions *cont.*

Graham Dobson describes the migration to the ASP platform as “painless”. After the initial planning, the installation took place largely over a weekend, with two days either side. One of the most attractive features for the practice is the after sales and support. Particularly useful is what Graham Dobson terms as the contractual guarantee - “four hours up and running, compared with a previous supplier when my system crashed for a week!” he exclaims. “There is a far greater degree of assurance with DPS in the unlikely event of a major technical difficulty.”

The key advantages of the solution for Dobson Hillman have so far been:

**File Reviews** - “Anyone at any time, at any desktop can check the progress and conduct of a single case, facilitating trouble-shooting.”

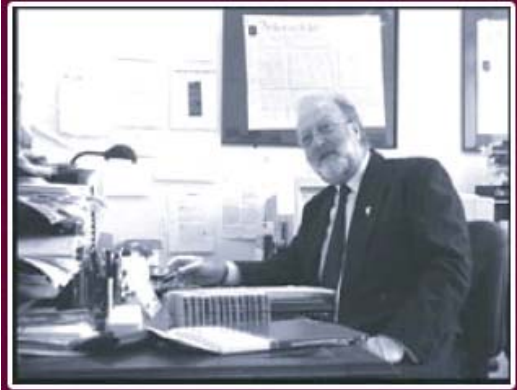
**Diary System** - “The system allows automated or manual diaries created by diary implants for instance, reminders to send follow-up letters, or lists of tasks to be performed by specific deadlines.”

**Accessibility** - “Even the most keyboard illiterate personnel have been able to get to grips with the system and produce complex documents relatively easily.”

One of the vital features however, is the “cost effectiveness of the DPS billing software” as Graham Dobson calls it. “Originally we employed external costs draftsmen, charging a rate of 6% on £1,000,000, which accounts to £60,000! On fees like that it has been easy to justify the employment of a small in-house billing team to work with the software and manage all our bills internally. Of particular value is the real-time posting of accounts information from the file automatically into the accounts system by the billing software.

“Not only are we now saving significantly on the fees and the cost of time in instructing external costs draftmen, we have the added advantage that in-house personnel care more about the outcome and are committed in their approach. At an estimate, we must save the equivalent of three staff by no longer employing costs draftsmen.”

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## Kent Law Firm Hails DPS Solutions *cont.*

### *About Dobson Hillman*

*Dobson Hillman are an independent firm of solicitors specializing in criminal defence cases. Their contract with the Government to provide criminal defence services to legally-aided clients puts them within the top 25 firms nationally.*

### *About DPS Hosting*

*DPS offers solicitors the opportunity to access their practice and case management applications or data, wherever and whenever they choose, over the internet without the need to invest, maintain or support expensive technology.*

*DPS provides authorised users with the opportunity to access their applications and data anywhere in the world, 24 hours a day, 7 days a week from anywhere that has internet access.*

### *About DPS Crime*

*DPS Criminal CDS contracting operates according to the latest criminal Publicly Funded & Franchising Criteria. The system is designed for the Criminal Publicly Funded Practitioner who wants to be free of the time consuming aspects of the criminal franchising procedure, yet needs the control provided by it. It is a unique and powerful system which can literally save hours of valuable fee earning time and facilitate accurate and efficient billing. DPS Criminal Franchising & Billing is designed to be totally flexible. Although a number of standard precedents, which cover the vast number of typical requirements of a firm, are incorporated, the product can be customised to match your individual requirements or work practices.*