



## Case Study

### Fendom Dawson & Partners

Fendom Dawson & Partners are a multi-disciplined, multi-office practice based in Buckinghamshire. The company currently manages three offices with 30 users. These offices are soon to be converted into two central sites. Specialising in Probate and Trust work, Fendom Dawson prides itself on the amount of referrals they receive and the high quality of their work. Ensuring that this was not only sustained but improved upon was one of the key reasons behind their decision to implement the DPS OneOffice system. In rolling out the system, Fendom Dawson looked to add to the firm's excellent reputation and adhere to customer's high-level expectations.

Previously, Fendom Dawson had no case management system in their offices, apart from Axxia Accounts in their stand alone convey office. The company were using an intranet based centrality and found themselves cutting and pasting addresses and other key information, essentially doubling their workload. They took the decision to implement DPS OneOffice solution for both case management and accounts to bring the firm up to date and plan for the future. While they had a legal accounts system, the lack of automation for simple replicated tasks in the firm meant that there was great room for improvement, and acquiring a legal specific case management program was the first step.

In purchasing DPS OneOffice, Fendom Dawson were the 100<sup>th</sup> firm to install DPS Accounts. The system has been deployed in their Conveyancing, Probate and Matrimonial Departments and has since become an essential component of the work carried out by the practice as a whole. They have also taken Cashier and Progress to coincide with their case management systems, producing a more seamless system.

The company considered two other plausible systems available from other software firms. Neither one could match the spectrum of functionality and options that DPS could provide. One of the most appealing features was the option to have separate packages with ready-to-use precedent libraries for each of their Matrimonial, Probate and Conveyancing arms, while still having full access to the



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main database to streamline into their accounts packages.

Fendom Dawson had high expectations of the system. They were emphatic that the system they chose should be rapidly deployed with minimal disruption to the firm. They studied DPS' precedent libraries for their own key disciplines and concluded that as only minimal additions and changes would be required to tailor the system to their exact needs, DPS would be the fastest and most suitable software supplier for these updates. The time taken from placing the order to going live was minimal and installation was completed in a practical and prompt fashion. Subsequently, users have benefited from using familiar templates in their new system and as such, the process of adapting to the DPS system was easier than using a new system with new templates.

Less than 6 months after placing an order, Fendom Dawson are delighted to say that they are meeting and exceeding all of their targets, and are confident that they will continue to reap the benefits of the system in helping to achieve the firm's goals. They are confident that the firm will continue to grow, develop and reach its full potential with the help of business-smart innovations, such as DPS OneOffice.

DPS Sales Manager, Barry Bostoff commented; "Fendom Dawson are at a turning point in their history and have employed the OneOffice system to take them forward. They have responded to their clients needs and requirements by offering a more efficient and proactive solution that will help them increase the already high number of referrals that they receive."

Barry Bostoff has been with DPS Software for 6 years and has great experience in understanding a firm needs and improving their internal systems.

For further information on how **DPS OneOffice** or **Outlook Office** could benefit your company or for details of any of the DPS applications please contact us on 020 8804 1022, or alternatively email [info@dpssoftware.co.uk](mailto:info@dpssoftware.co.uk).