



## Case Study: Hadens Solicitors

### ***'Why go hosted with DPS?'***

**Hadens Solicitors, based in Walsall, is a well-established mid-sized firm with over 80 years experience of providing legal services to clients across the West Midlands.** The firm has departments specialising in various areas of law including Residential Conveyancing, Family Law, Wills & Estate Planning and Employment Law. Hadens has utilised DPS case management and legal accounts software for several years, running many of DPS's specialist modules across their range of departments.



In 2010 the firm's senior management decided it was time to take the next step with regards to their office IT solution as part of their continued commitment to delivering proactive and professional client service. Through their relationship with DPS they began to look at the possibilities that a hosted solution could offer.

The ideas of outsourced IT services and of leveraging the power of 'The Cloud' to provide a powerful yet flexible IT infrastructure are not necessarily new. However, until very recently issues with the performance and cost of internet lines have slowed adoption and prevented these models being exploited to their full potential.

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Now though, with high-speed internet lines available at increasingly reasonable prices, organisations can access the benefits of hosted IT in a cost-effective way. So, with those factors a problem of the past, what exactly were the benefits that convinced Hadens that a hosted solution from DPS Software was the route they wanted to take?

Firstly, and of huge importance, is the delegation of IT responsibilities. A sound IT infrastructure has become crucial to the majority of successful legal practices but an increasingly competitive market demands they focus 100% on their legal work. Allocating time and resources to the continual maintenance of systems meant that for Hadens these needs clashed, but hosting allowed them to cater to both.

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The DPS '*IT department as a service*' approach to hosting takes a firm's IT requirements and builds them into a management structure that allows them to focus on their core legal business safe in the knowledge that their systems are always fully maintained and managed by a dedicated support team who are just a phone call away.



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This ability to focus on legal work lends itself to a more efficient practice and improving efficiency is something DPS has emphasised throughout a quarter-century of providing case management and accounts software. DPS offer one of the most powerful and robust PMS packages on the market and hosted clients can take advantage of this, as well as the full suite of Microsoft Office software, with the added benefit that the latest versions will always be available and their systems updated at no extra cost.

Of course, the current environment dictates that cost is now a major, if not the primary, consideration in any legal firm's decision-making process. Hadens were looking for the most cost-efficient route but also for an element of certainty in their outlay in order to budget effectively. The hosting model offers exactly this through the combination of fixed monthly costs, minimal initial outlay and scalability. There are no surprises – NO periodic hardware replacement costs; NO hardware maintenance costs; NO software upgrade costs.

**'The hosting model offers cost-efficiency and an element of certainty through the combination of fixed monthly costs, minimal initial outlay and scalability.'**

In addition to these benefits is the fact that for any legal firm now security is of paramount importance. Hosting with DPS meant Hadens' data would be stored in a secure data centre and regularly backed-up. The solution also provides state of the art anti-virus and anti-spam software to protect data and systems from malicious attacks. Hosting with DPS therefore allows firms to demonstrate high-level business continuity and disaster recovery capabilities. Developing policies and processes in these areas can be time-consuming and expensive, through hosting Hadens could have them instantly and at no extra cost.

Carol Remy, Practice Manager at Hadens, comments: 'Once we assessed in-depth exactly what benefits a hosted solution offered to the practice it became obvious this was the route we wanted to go down. No other method of implementing a robust IT infrastructure could match the hosted solution offered by DPS in terms of cost-efficiency, the applications we could access and the managed service provided.'

'Our past experience meant that in DPS we knew we had a legal software provider we could trust and by hosting with them we were able to consolidate our IT costs as everything was provided through the hosted model.'

DPS have a wealth of experience in working with the legal sector and their team of engineers and technical support staff have assisted numerous firms in their transition to a hosted system. We appreciate the value of our clients' time and the inconvenience IT disruption can cause and therefore offer all the support necessary to make the changeover as smooth as possible.



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'Any transitional phase comes with its difficulties,' continued Carol, 'but DPS always made sure they were on hand to listen to any issues we had and to find a solution. Ultimately the means justify the ends when the gains offered by hosting are so obvious and significant but nevertheless DPS made the transition as painless as possible.'

**"It's all about making the right decision at the right time and our experience is testament to the fact that now really is the time to seriously consider hosted IT."**

**Carol Remy, Practice Manager, Hadens Solicitors**



Now we're well in to 2011 and with the move to hosting complete we can begin to see the benefits the solution offers having a positive impact. It goes without saying that any change within an established firm like ourselves comes with risk attached. It's all about making the right decision at the right time and our experience is testament to the fact that now really is the time to seriously consider hosted IT.'

**For more information about DPS Software visit our website at [www.dpssoftware.co.uk](http://www.dpssoftware.co.uk)**

**and for everything you need to know about the hosted services we offer go to [www.legalcloudhosting.com](http://www.legalcloudhosting.com).**



**You can find out more about Hadens Solicitors at [www.hadens.co.uk](http://www.hadens.co.uk).**