



DPS Crime "I could'nt do without it"

"It's brilliant - just so flexible!" That's the verdict of Tim Hackett (pictured below left), Partner and Head of Crime at three office Welsh law firm, J A Hughes. "I have five staff to support, one solicitor and four paralegals, and DPS Crime is essential for an efficient criminal practice in my view." He enthuses.

"I'm pleased to say that I was the driving force behind the system's introduction. From a personal point of view, the key benefit has been the way it has revolutionised my billing procedure. No more miserable Saturdays manually completing criminal bill claims!"

But the effect that the solution is having runs far wider than more efficient billing, important though it is. "It has made a huge difference for all of us in terms of file management and consequently, staffing ratios. When I return from court, gone are the days of dictating the case details to a secretary and waiting for the paper file to come back to me! Now I simply enter the details myself and I can take the case straight onto the next stage.

"A typical example is files that are opened that require no further action. In the old days, I would dictate the details in the traditional way, send it for typing, wait for it to come back some days later, and eventually a bill would go out, often running up against the three month legal aid deadline. That's all a thing of the past I'm relieved to say! Now I just enter the details myself and the bill can go off immediately, all within a day. Clients are much happier and happy clients usually mean happy lawyers!

"The effect on staffing ratios has been dramatic. As against a ratio of virtually one fee earner to one secretary in the department, we now have only one full-time secretary and one part-time on three days a week. We estimate this gave us a saving of some £23,000 a year.

"What was the outcome? Well, we hired another fee earner who can earn £60,000-£70,000 for the department! My own time is also used much more profitably now. I am much less enmeshed in administration and can devote myself to more lawyer work."



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J A HUGHES

SOLICITORS

Barry and Penarth

Client Profile



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One of the undoubted boons of the system for Tim Hackett has been its user friendliness. "I was a real technophobe until I became involved with DPS! But the accessible way the solution operates, with easy menus and prompts make it a joy to work with.

Anyone can work with it - it's so easy to pick up. One of the real benefits is its flexibility. There are precedent forms and letters installed in the system, but the flexible approach enables these basic precedents to be tailored to the personal requirements of the fee earner. When occasional problems do arise, there is a reliable support system in place. The training and support are fine." He says.

"The more efficient system of working means less wastage of valuable time and enables us to do more lawyer client work."

**Tim Hackett, Head of Crime
J A Hughes Solicitors**

So what would he say if he had to sell the package to a law firm? What for him are the key issues? "There have been some very clear benefits both for us as individuals and for the practice as a whole. The more efficient system of working means less wastage of valuable time and enables us to do more lawyer/client work. There has been a significant reduction in typing backlogs, to the extent that they no longer exist in practical terms. The adjustment of the lawyer/secretary ratio has revolutionised the profitability of the department. Frankly I couldn't do without it!"

The proof of the pudding is in the eating. Tim Hackett has been so impressed with the impact of DPS Crime on the management and profitability of his department that the practice has now acquired DPS solutions for its conveyancing, family and personal injury departments. "Next week," he says, "it's DPS Cashier for our accounts department!"

In the meantime, he's concentrating on the challenge that DPS offers all their clients - 'Think of something you want the solution to do and we'll see if we can do it for you!'