



Mackintosh is a Liverpool City Centre based firm of solicitors who are expanding to open a second office in Liverpool. They specialise in Personal Injury, Employment Law and Debt Recovery. The largest team has 40 staff and no secretarial support at all.

Clive Mackintosh, the current senior partner formed the Company in April 2001 and it has grown each successive year.

Clive saw the need to meet demand for the provision of an innovative solution based service to the insurance industry that focussed on the handling volume based claimant and defendant motor accident personal injury claims.

Clive -specialises in acting on behalf of professional private clients in relation to compliance and regulatory law, partnership disputes, mediation and arbitration.

This has enabled the practice to build an enviable knowledge of specialist "know-how" on client needs, demands and requirements within the insurance sector.

Previous to adopting the DPS Solution the company used AIM but felt that they needed to look around the market as their needs were now more sophisticated and they needed a different approach to product and service.

They drew up a list of requirements that included a fully integrated solution that included accounts, case management and digital dictation on the product side. They insisted on defined service level agreements on the basis that unless the service was excellent then they would not be getting the best from the product anyway!

Having evaluated 5 different solutions including AIM & DPS they chose the DPS solution..

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*"But most importantly we wanted a better relationship with the software supplier and for them to be efficient in dealing with any problems that may arise" Tracey Parry*

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Tracey Parry, Finical Director for Mackintosh said:

*"We wanted a seamlessly integrated accounts and case management system that would cost and bill files automatically, manage our deadline dates for all matters and give us the flexibility to create and amend our own templates in are own system. As importantly as software excellence we wanted a partnership relationship with the software supplier and for them to understand our needs and deal with any problems that may arise."*

James Drew, DPS Business Sales Advisor worked alongside Tracey to change and manage the installation of DPS and ensure that it was a success.

A test installation was set up before going live. The process took 3 days in total from the test to going live.

*James said "Even though they could see that our case and accounts solution addressed their needs they needed reassurance of the ongoing service that we provided. As a growing firm they were keen to ensure that the product they purchased could grow with them and meet their future as well as current needs"*

At the pre implementation stage Tracey and James set markers to gauge how effective the system implementation had been. Tracey said, *"Within months we noticed an improvement in the productivity of the firm and a measured return on our investment.*

*The ability to customize our own system to suit our requirements and the fact that the integrated accounts enables users to users to view ledger cards, raise cheque requests, add clients and matters, raise billing requests all means added efficiency. Our cashiers were concerned at giving fee earners access to the accounts but now they are reassured seeing the security that was in place to stop them actually making postings"*

Mackintosh Solicitors have now fully implemented their systems and have an integrated system that manages cases including all limitation dates, automatically does standard letters and forms at the touch of a button and has a fully integrated accounts management system build in.

So what do Mackintosh Solicitors think the future benefits will be?



*"We will continue to make efficiency savings in the firm and have already moved from using DPS Personal Injury to adopting their Employment work flows as well. Tracey Parry*

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Tracey says: *"We will continue to make efficiency savings in the firm and have already moved from using DPS Personal Injury to adopting their Employment work flows as well. When we expand departments we ensure that working practices are carried forward into the new or expanded department. We have a policy of continual periodic review meetings with James to establish new functions that we could be using to be even more efficient. I would recommend DPS One Office to as software solution and DPS as a company to other practices because they have not only met but exceeded our expectations.*

Mackintosh Solicitors use DPS One Office and have modules for Personal Injury, Employment, Debt Collection and Accounts including practice management. All their products use a single SQL database and reports are generated from this single source.

