



Quill's guide to the essential smart law firm technology

Discover what smart technologies to invest in, why to go paperless and how you can make the tools you already have at your disposal work harder.

The world is changing. Can your law firm keep up?

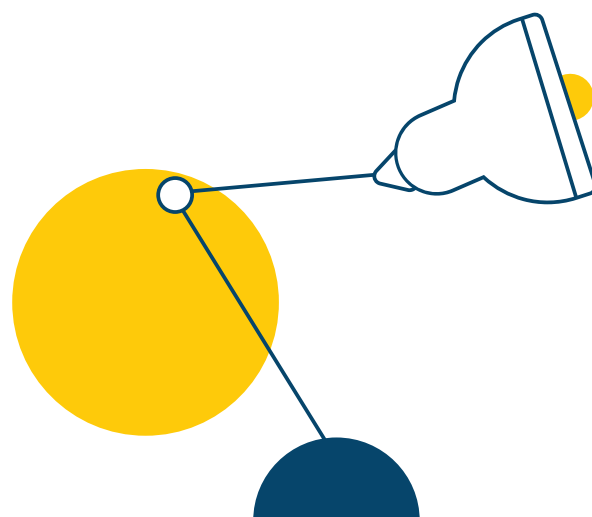
Well before anyone had even heard of the word “COVID”, smart law firms were waking up to the power of technology. Inefficiencies in capturing time and managing documents and emails were wasting unnecessary amounts of time and money, and it was clear to partners and practice managers that there must be a better way of managing their practices.

Make no mistake, if the COVID-19 pandemic had taken place 20 years ago, the majority of businesses, let alone law firms, would have been unable to survive as effectively. It is only because of relatively recent innovations in legal software and cloud-based technology that practices have been able to operate pretty much as normal during a year of almost international lockdown.





As a result, the world now expects the law to be delivered just like any other service - at the touch of a button. Rather than push back against those demands, smart law firms are embracing them, integrating technology throughout their entire practice in order to ensure a smoother, more transparent and faster - but always compliant - legal process for their clients.

Here at Quill, we take great pride in helping our clients manage their law firms the smart way. Whether it's advising on third party integrations, offering expert outsourcing services or providing some of the most-trusted legal accounts and practice management software on the market, our goal is to deliver smart and intuitive solutions that take the headache out of running a law firm.

In the following pages, we hope to guide you through the kind of technologies which we think will be essential to every smart law firm in 2021.



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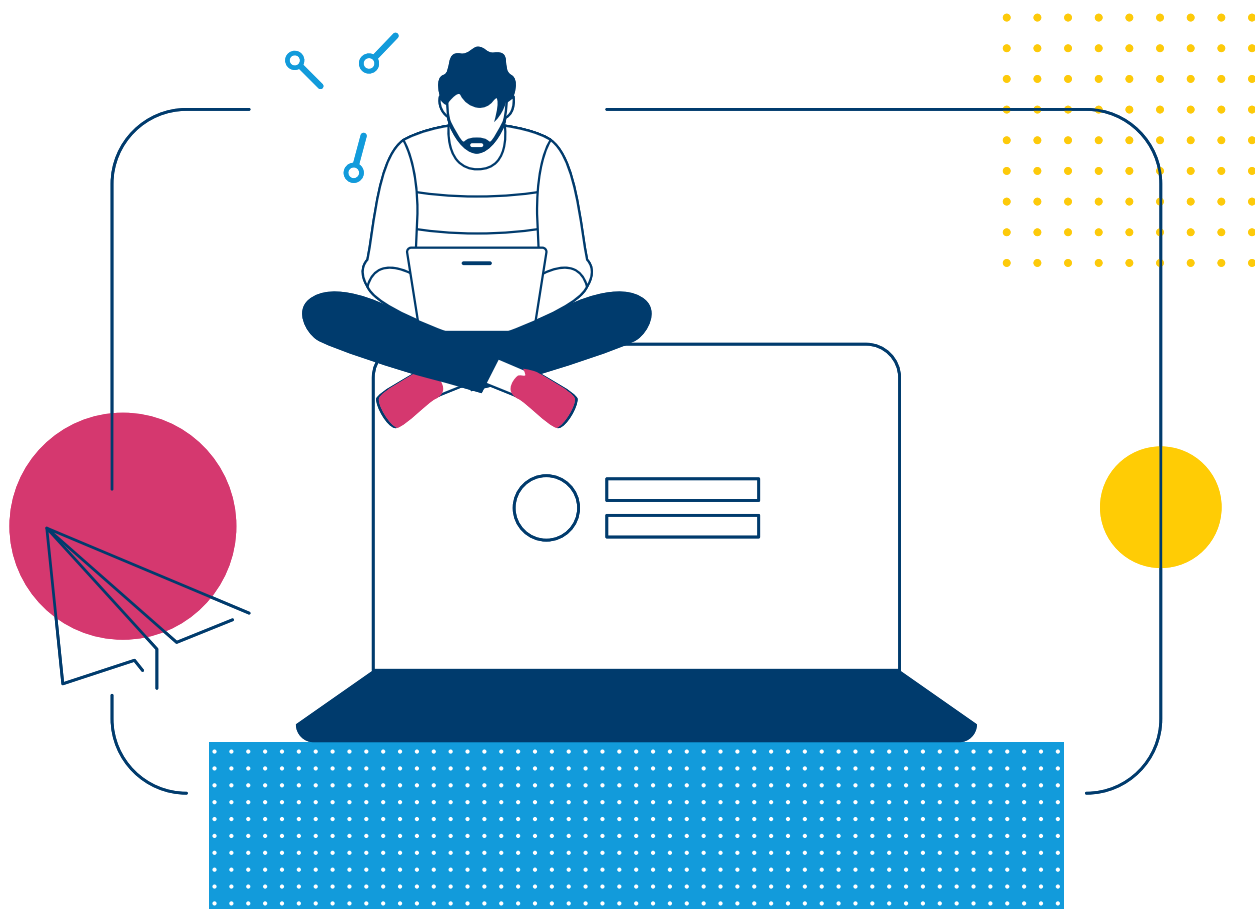
The tech law practices **DO** need, and the tech they **DON'T**

Legal practice management software. Online file storage. Cloud-based word processing. Scanners. IP phones. Time tracking. Online billing. E-signatures. Zoom. All of these technologies are useful in their own right, but which ones do law practices actually need?

Depending on the size of your firm, the strength of your infrastructure and how many of your

employees are working from home, some tech will be more valuable than others. The trick is to look at your firm, your employees and your clients and be honest: which additions will make the biggest difference?

That being said, there are five essential technologies which will take you from a law firm to a SMART law firm.



SMART stands for..

Software

No truly smart and compliant law firm can survive without a comprehensive legal practice management software running things behind the scenes. Using a cloud-based legal accounts, document, practice and case management software like Quill gives you all the tools you need to complete daily back-office tasks and see cases through to completion more effectively and compliantly. And don't forget, it's compliant accounts management that keeps the doors open!



Remote working

In order to facilitate new norms of working, it's absolutely essential that you provide your employees with the appropriate technology to fulfil their job roles whilst working remotely. Because hybrid working is much more susceptible to cyber attacks, make sure you encrypt sensitive materials and are vigilant against phishing scams.



Money

Chasing fees from clients can be one of the most time-consuming and cash-starving tasks at any law firm. But using an online payment platform will make it as simple and as smooth as possible for clients to pay their bills. Remember, what's better for your client is also better for you, as more on-time payments will improve your cash flow and help you budget more accurately.



Telephones

Robust telecommunication systems are the backbone of any law firm. Thankfully, there are plenty of options on the market, including multi-line phones, cloud phones and PBX phones. But VoIP phones are perhaps the most popular as they allow you to run multiple lines and calls simultaneously over the internet.



Apps

Whether they're designed specifically for lawyers or just businesses in general, apps like WhatsApp for employee communications or Quill Type for dictation will make it easier to communicate with the rest of your team and capture voice recordings on the fly. What's more, if you can integrate all of these apps within your practice management software, running your law firm will never have been so easy!



Quill's top picks

Here are some of our top picks for the software and hardware that will help you run your law practice more smoothly, without breaking the bank:



BundleDocs
(court bundles)



Document Direct
(dictation)



FitBit/Garmin
(wellness)



FormEvo
(legal forms submissions)



Legl
(online payments & client onboarding)



Quill
(practice management software)



Slack
(communicate with employees)



SMS
(single and bulk messaging)



Tiny Scanner
(for easy scanning of documents)



Trello
(vision boards / 'brain dumps')



Veriphy
(anti-money laundering)



VoIP phones
(communications system)



Zapier
(connect different apps)



Zoom
(virtual meetings)



Google Meet
(virtual meetings)



Microsoft Teams
(virtual meetings)

Embrace change, before it's too late

“Tech makes life simpler and easier. Embrace it! Keep an eye out for tech innovations. It should flex in line with your business. If thinking of introducing change, speak to everyone in the business to ensure the change is worth it and the new procedures improve daily working for all.”

Johdi Hutchins,
Partner/Practice Manager
Galloway Hughes



Saying “Hi” to hybrid working

If there’s one thing law firms have learned as a result of the COVID-19 pandemic, it’s the importance of being able to work at home as well as in an office.

Overnight, we were locked out of our offices, as our bedrooms became our workstations. Those smart law firms which had already invested in appropriate technology were able to adapt quickly, whereas those who had lagged behind were faced with the steepest of learning curves.

To the surprise of most practice managers, remote working turned out to be quite the success. Employees were more productive,

daily video calls kept teams in good spirits and law firms finally saw the full potential of moving to a cloud-based solution.

As the world slowly returns to normal, it’s unlikely that we’ll see all of our employees working full-time in the office straightaway. More and more law firms are considering hybrid working as a viable option, and so should you. Here’s why...

Hybrid working WORKS

51% of employees report being more productive when working remotely

97%

of employees don’t want to return to the office full-time

1,740

UK business fell victim to cyber scams during 1st lockdown (March ‘20 - September ‘20)

72%

of employees expect to be provided with technology devices when working from home

20%

of employees said their equipment was unprepared to work from home

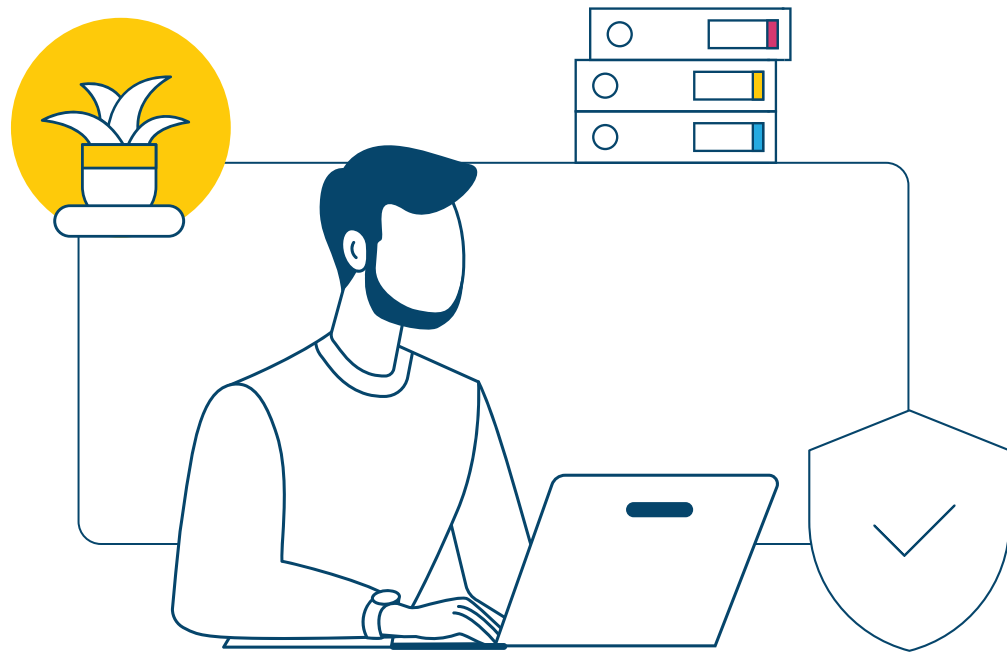
47%

of employees cited distraction as the top reason for falling for phishing scams

From doubters to believers

“Before COVID, we were completely against home working. None of our employees worked from home. During the pandemic, without the level of technology we currently enjoy, it would have crippled us. Instead, we’ve embraced home working and found productivity has improved dramatically, largely due to saving time commuting from home to office. This time is now spent fee earning and our time recordings have surged to eight or nine hours per person per day.”

Andrew Guile, Partner
GN Law



Make your house a fortress

Although hybrid working brings a range of employee benefits in terms of wellbeing and productivity, the increased number of remote devices are also an easier target for cybercriminals. The UK saw a 400% increase in reported cyber crimes during the first wave of the COVID-19 pandemic, so it's crucial that you have a comprehensive cybersecurity strategy in place to protect your data.

If you or any of your employees are planning to continue working remotely in the future, either in a part-time or full-time capacity, then taking the following security steps is essential:

- ⚙️ Be wary of phishing scams (emails or messages that look like they're from someone you trust but are sent from a suspicious domain and contain malicious links).
- ⚙️ Avoid using unauthorised personal devices for work-related tasks, or use of the separate home/work accounts provided on your device.
- ⚙️ Encrypt sensitive email attachments, never send passwords in plain text, and always double check bank details directly with the sender or receiver.
- ⚙️ Notify your IT team immediately if you think you've compromised your password, sent an email to the wrong recipient, or noticed any other security breach.
- ⚙️ Use multi-factor authentication on your email account and other cloud services where available.
- ⚙️ Keep your passwords strong and long! And don't use the same passwords across different systems. Use your browser's password manager to help you do this.

Safety first for clients

“On the subject of security, Quill's SMS tool is extremely useful for sending bank account details to clients securely. When you're dealing with the sums of money we handle for conveyancing matters, it's an additional layer of protection to make sure monies are transferred correctly. We can text updates via the SMS facility to clients on completion day too, as it's often an occasion without landline or internet, keeping communication lines open.”

Johdi Hutchins,
Partner/Practice Manager
Galloway Hughes

Going **paperless**

Imagine walking into your law firm and finding no files in your storage cupboards, no case documents strewn across your desk and no stack of letters overflowing in your mailbox. No, you're not dreaming, you're just working in a paperless office.

Although most law firms can't imagine living without it, paper is actually one of the most expensive, time consuming and environmentally wasteful business expenses an organisation can have. Although research in 2019 showed that only 17% of offices had gone paperless, more and more businesses are turning round to the benefits that a paperless office brings.

Going paperless is a much more efficient solution to

storing paperwork and working collaboratively on case matters. It reduces filing errors and makes it faster to locate critical information when under time pressure. Plus, storing documents digitally takes up less physical storage space in the office, is more secure and makes it easier for employees to access their relevant documents while working remotely.

On top of that, it's also better for the environment, and going paperless is a great way of showing clients that you are committed to cutting your carbon footprint.

If you haven't thought about going paperless yet, why not?

Why go **paperless**?

61 trips

Office employees make an average of **61 trips per week** to the fax machine, printer and copier

4 weeks

An average of **4 weeks** is lost annually waiting on misfiled, mislabelled or misplaced documents

10,000

The average UK office worker uses approximately **10,000 sheets of paper a year**

59%



of businesses who **go paperless** achieve full ROI in 12 months

30%



Going paperless can improve staff productivity by nearly **30%**

75%



of office paper is wasted, comprising **20%** of all waste in the UK

5 hours saved per week

Quill clients using our Document Management system save on average **5 hours a week** on manual scanning and office administration

The road to a paperless law firm - top tips

1) Scanning

Invest in the best scanner you can afford - one that scans both sides at once, omits blank pages and links up to your network.

2) Digital folders

When paper is delivered to your office, scan it immediately and store it directly within the appropriate folder on your network. Better yet - treat it as though you have a physical filing cabinet and use a filing system that makes sense. Then ensure the relevant fee earner renames the document and moves it into your overarching case and practice management software.

3) Archiving

What will you do with that original piece of paper? If it needs to be sent later on to either the client/lender, opposing solicitor or barrister then give it to the individual responsible to file away. If it doesn't need to be sent anywhere, archive it for a designated amount of time and then shred it.

4) Dual power

Ensure everyone in the office has at least two screens! Having two screens makes it much easier for fee earners to write reports or reply to paperless enquiries, as they can just drag and drop the correct information.

A paperless crusade

“We're entirely paperless. In our paperless crusade, along with Quill, VoIP and Office 365, we scan everything as soon as it arrives. Important documentation is then stored in a cupboard and shredded if it's still gathering dust after six months. We documented our processes, including defining naming protocols for Quill's bespoke folders so that we avoid needle-in-haystack situations when locating files, and we ensured our staff are well disciplined. Undoubtedly, it's our tech that powers paperless working.”

Johdi Hutchins,
Partner/Practice Manager
Galloway Hughes



Where it all starts - Quill



Behind every smart law firm is an equally smart legal software. And that's exactly where Quill is, at the heart of over 750 practices and their day-to-day tasks.

Simply put, Quill allows you to spend less time managing and more time earning. Our range of legal accounts, practice, case and document management software ensures a more economical and productive use of resources, one which takes the headache out of compliance and enables more flexible remote working.

Covering every aspect of front- and back-office management, Quill streamlines the kinds of tasks which always end up taking longer than they should. Whether it's filing documents, managing cases, recording time or posting accounts transactions, there's an easier way to do it with Quill.

Clients repeatedly tell us that, simply by choosing Quill as their principal business partner, they're able to become digital by default, compliant to the letter and free to do what they do best – run a successful, profitable law firm.

Contact
sales@quill.co.uk
or call 0161 236 2910
to learn more.



Legal Accounts

The user-friendly way to manage your law firm's money

Take complete control of your accounts with a cloud-based legal accounting system that has been purpose built with compliance in mind.



Practice Management

The glue that binds your business together

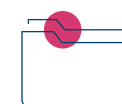
Action practice-wide tasks from anywhere, at any time, within one central legal practice management software platform.



Document Management

The streamlined solution for taking the 'work' out of paperwork

Store, locate and manage your documents with speed and accuracy, capturing all your billable time along the way thanks to our secure, centralised document repository.



Case Management

The tailored, scalable and cloud-based approach to legal case management

Manage the entire lifecycle of a case with a case management software solution that manages matters from inception all the way through to their conclusion.



Manage the entire lifecycle of a case with Quill

- 1. Pre-commencement of proceedings:** Agree costs, sign-off agreed work and onboard clients seamlessly by using Quill's anti-money laundering and conflict checks and integrated document templates to produce client care letters with online payment links and digital signatures.
- 2. Commencement of the case:** Store and view every element of a case from one comprehensive, integrated database with Quill's case management software.
- 3. Interim matters:** Use Quill's legal accounts software to ensure your finances are all compliant, and let fee earners keep track of billable time more effectively.
- 4. Trial:** Locate critical documents with speed and accuracy using Quill's document management software, and use our Bundledocs integration to produce court packs swiftly and ensure you're always on the front foot.
- 5. Post-Trial:** Archive and securely access all client and case documents, as well as emails, with our unlimited online, UK-based storage.

No looking back

“We migrated to Quill two years ago and find its functionality far superior. Legal aid work constitutes two-thirds of our turnover and, as we've ascertained, billing this work is extremely time consuming and downright miserable. It's not unheard of to spend more time billing than what we're being paid for. Quill, however, automates and makes it profitable. Since becoming a Quill client, we've never looked back.”

Andrew Guile, Partner
GN Law



A Dye & Durham Solution

Affiliate Partner



The Law
Society

Ready. Set. Smart.

If you would like any more information on the steps you can take to ensure your law firm is a smart one, please visit our website at www.quill.co.uk.

Alternatively, you can email a member of our team at sales@quill.co.uk, or call us at **0161 236 2910**.