

QUILL



# About Quill

OUTSOURCED LEGAL SERVICES

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## Manage your practice the smart way

Industry-leading, proudly independent and with unrivalled expertise, Quill is a one-stop-shop for all your law firm's needs.

Proud to be at the heart of over 750 law medium and small sized law firms.

Recommended by the Law Society of England and Wales.

### Our outsourcing clients





## Quill facts and figures

- Founded in 1978
- Proudly independent
- Manchester and Liverpool based
- Tailor made for small to medium-sized practices



9,000

Users



750

Law firms



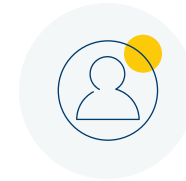
5 million

Annual transactions



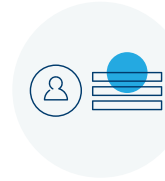
100

Staff



43% : 57%

Male : Female  
employee ratio



5%

Employee  
turnover



40%

of our staff have  
worked at Quill for  
more than 5 years

## What does that mean for you?

- Supporting a local company knowledgeable about the UK legal market
- Experienced, happy and engaged employees
- A company with strong morals built on being accountable to employees, clients and partners
- No risk of being acquired or service disruptions

Proud to be one of the  
UK's best employers



#52

Best Mid-Sized  
Companies to  
work for in the UK



#21

Best Companies  
to work for in  
the UK



#56

Best Companies  
to work for in the  
North West



## The challenge

Every law firm is different. But every law firm experiences the same issues, time and time again.

### Productivity

“Because I have to wear so many hats and oversee every daily task, I have less and less time to focus on giving my clients the service they’re paying for.”

### Compliance

“The rules seem to shift every day, and there’s no way I can stay on top of all the latest changes in the minefield that is compliance.”

### Cost

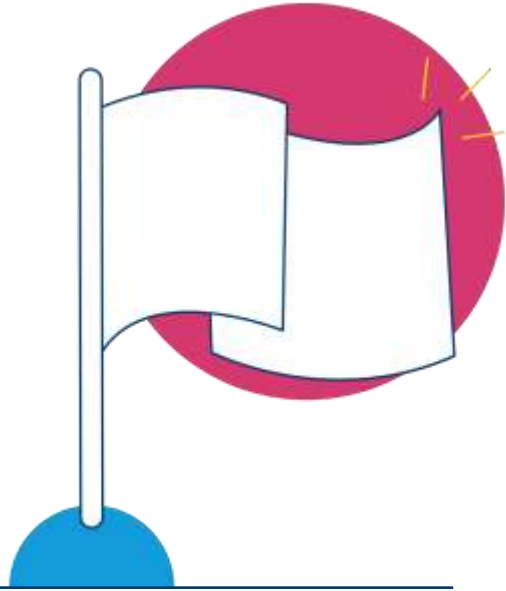
“I’m paying huge amounts of overheads on wages for staff members whose workloads are barely ever at full capacity. It’s not cost efficient.”

### Growth

“The more successful we get, the bigger my law firm grows, and the harder it is to keep all of our departments and people linked together.”

### Efficiency

“The amount of time I spend looking for important documents or reconciling money means there are never enough hours in the day to get everything done.”



But with Quill...

Those issues can be a thing of the past.

## Productivity

"Now that Quill takes care of all those distracting daily tasks, I can focus on doing what I do best - servicing clients - without the headache."

## Compliance

"The team members at Quill are all experts in their chosen fields, taking the time to stay up to date with the latest compliance changes so that I don't have to."

## Cost

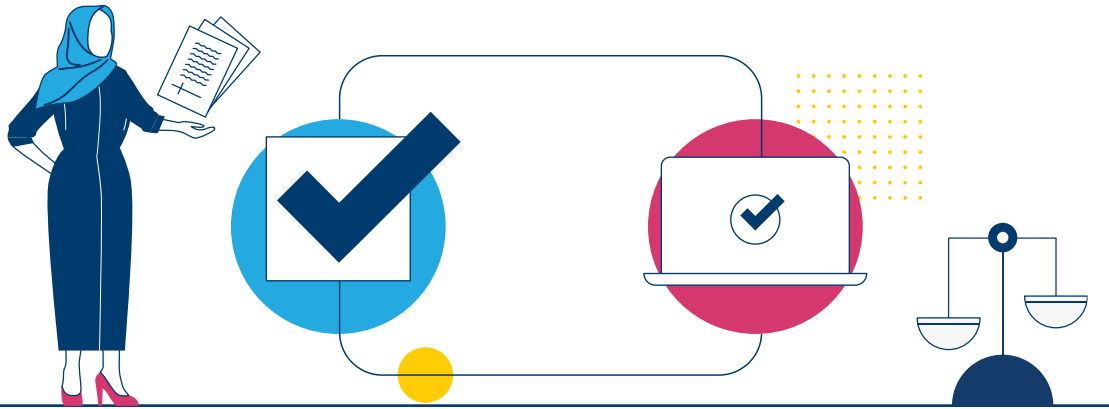
"Thanks to Quill's pick and mix software licensing together with its flexible pay-as-you-go services model, I only pay for the software and services that I actually need, as and when I need them."

## Growth

"Quill's full range of capabilities means we can rely on them more and more as we grow, and their software is completely scalable as well."

## Efficiency

"The seamless integration of Quill's software and services means we've streamlined all of our front- and back-office tasks, giving us more time to focus on what matters."



## More than just software

What makes Quill unique is our joined-up approach to legal software and outsourced legal services.

We are the only provider that also offers outsourced payroll, legal cashiering, digital post room and typing.

Quill is your one-stop-shop for all your needs. Less hassles, less contracts and invoices to manage, and best of all – less stress!



# Outsourced legal services

**Do what you do best and outsource the rest**

Quills outsourced services give you more than just a safe pair of hands.

With dedicated human contacts and rigorous quality control, our outsourced services are designed to work directly alongside your legal practice, with no compromise on compliance.



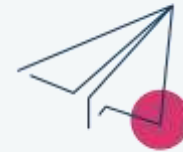
## Legal cashing

Keep your legal accounts fully compliant with our always in, never on holiday cashing service



## Payroll

Save time, money, worry and hassle with Quill's outsourced payroll service



## Post

Address your inbound and outbound post needs speedily, securely and affordably



## Typing

Enjoy fast and accurate legal transcription and typing support





# Legal cashiers

Fully compliant legal accounts at a fraction of the cost

Rely on our outsourced legal cashiers to efficiently manage all the time-intensive data entry, compliant-centric reconciliation and accounting tasks that keep your business on the straight and narrow.

[Learn more](#)



Which option is right for you?



## Pinpoint

Enter daily records of monies into and out of your accounts using our legal accounting software, and we will pick up from there.

**Ideal for:** Law firms seeking a fully integrated solution that's easy to use, efficient and SRA compliant



## Precision

Continue to use your existing accounts system but still benefit from having a dedicated legal cashier working for you as an extension of your practice.

**Ideal for:** Law firms seeking just the support of an experienced legal cashier



## Don't just take our word for it!

Our unique combination of software and services helps hundreds of clients manage their law firms each and every day. Just take a look at some of their stories.

"There aren't enough hours in the day left over for accounting once our client-facing work is done. Pinpoint means there's less strain on us and the service comes with the extra bonus of guaranteed observance to accounting rules.

A huge weight's been lifted from our shoulders because we know nothing's missed – our cashier chases us if we get behind with postings – and everything's compliant – to the letter of the CLC Accounts Code."

*Stuart Kaye, Director and Licensed Conveyancer, Adams Kaye*

"I'm saving around £15,000 every year just on salary costs by outsourcing to Quill and not having to employ a cashier. In terms of avoiding these employment hassles, Quill's service is priceless."

*Joanne Bury, Owner, Burys Solicitors*

"Quill's Pinpoint outsourced cashiering and payroll services keep our team on the straight and narrow. Outsourcing is a smart decision we've never looked back on and we have made the right choices. We only wish we'd outsourced earlier."

*Sally Thompson, Managing Partner, Luqmani Thompson and Partners*



# Payroll

Save time, money, worry and hassle with our outsourced payroll service

Say goodbye to the minefield that is PAYE, RTI and AE by outsourcing your payroll to a team that understands the true benefits of accurate payroll management.

[Learn more](#)

What can Quill's outsourced payroll service do for you?



## An automated service

With our team performing over 6,000 payroll calculations every month, we know how to handle your salaries, pay slips, tax including PAYE, pension, paperwork, inspections and reports for a streamlined approach to your periodic and annual payroll.



## Accuracy counts

Avoid mistakes with our internal audits and controls. We ensure everything is checked and verified prior to submission, and comply with the latest HMRC legislation (including furlough) and RTI online submission requirements.



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"We recently swapped to Quill and we've never looked back. Quill Payroll is an efficient, flexible outsourced payroll service.

Our payroll clerk is proficient at handling any late-in-the-day salary-related adjustments, such as additions or deductions, and will do whatever it takes to ensure our payroll's processed on time, every time."

*Milton Andreou, Solicitor, AK Law Solicitors*

"With outsourcing, you have access to the most skilled people who are experts in their field, but at lower cost and only when you need them. It's much cheaper than standard recruitment and employment costs.

I don't have to worry about cover for holidays or sickness or extra help at busy times. We have the payroll support we need; when we need it."

*Hannah Paddock, Solicitor, Vanguard Law*

"Our former administration burden has been removed entirely. With Quill, you don't get a rigid one-size-fits-all service. It can change and flex as your business evolves. There is no better future-proofing promise than that. To top it all, there's assured compliance built-in."

*Jay Bhayani, Partner, Bhayani Law*



# Quill Post

The modern way of managing inbound and outbound post

Move beyond just sorting, scanning, printing and posting to a more sophisticated system using the latest document scanning, document capture and postal payment technology.

[Learn more](#)

What can Quill's outsourced post room service do for you?



## Lower overheads

Replace salary, stationery, printing, postage and building rental costs with a flexible fee based on volumes.



## Achieve paperless goals

Embrace digital transformation with a virtual post room, powered by a team you can trust.



## Ensure business continuity

Your team becomes less reliant on a physical office and can work anytime and anywhere.



## Don't just take our word for it!

Our unique combination of software and services helps hundreds of clients manage their law firms each and every day. Just take a look at some of their stories.

"Rather than employing a receptionist or administrator, we signed up for Quill Post. The price is astonishingly good, and we're saving both salary overheads and ten hours a week of fee-earning time by not processing post in our offices.

Quill Post handles both our inbound and outbound mail. Our post is redirected to Quill and then opened, scanned and emailed to recipients every day with the physical post couriered to our office once weekly.

For our outbound post, we simply generate covering letters and attachments as we normally would in Quill, and instead of sending to our physical office printer, we select the virtual printer.

As with all of Quill's technology, Quill Post gives us the tools to be optimally productive, utilising every fee earning minute as it should be – servicing clients.

We absolutely love it!"

[Richard Antipas, Director, Axis Professional](#)



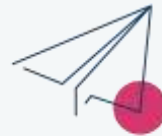
# Typing

Fast and accurate legal transcription and typing support

Our pay-as-you-go typing and transcription services allow your staff to get through backlogs quicker, leading to up to a 40% reduction in administration overheads.

[Learn more](#)

What can Quill's outsourced typing services do for you?



## Hands free

Dictate on-the-go using our dictation app on your smartphone or handheld recording device. Turn anywhere into your office and receive your accurate, typed-up documents by speedy return.



## Practice makes perfect

Our trained legal secretaries are trained to handle all types of office admin and data entry needs and offer close to 100% accuracy rates. All transcripts are thoroughly proofed prior to sending back to our clients at no extra cost.



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Our unique combination of software and services helps hundreds of clients manage their law firms each and every day. Just take a look at some of their stories.

"Documents are flawless. The ability to dictate from wherever you like is a huge bonus. We dictate from car parks between meetings, court before hearings, home out of hours, anywhere. This means we've cut down on dead time because we're able to utilise every spare minute of the working day. No time's wasted. We've maximised efficiency in the process."

*Claire Horsfield, Affiliate Legal Executive, Bridge Employment Law*

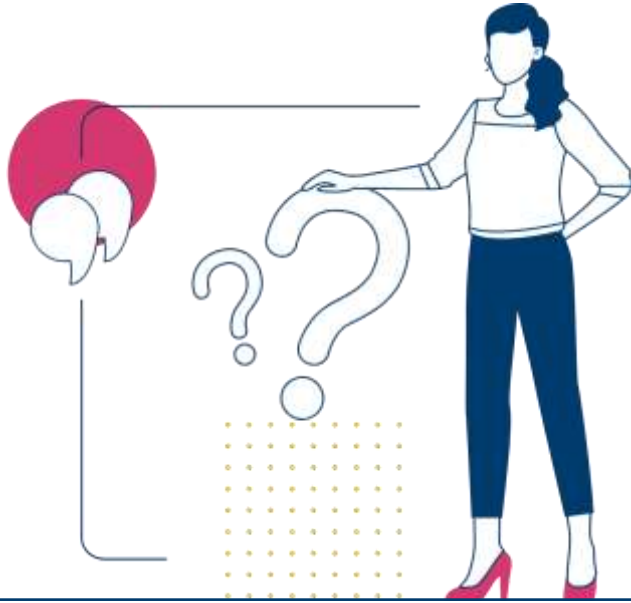
"Our previous methodology was inefficient, wasting both fee earner and administration time. It's much quicker dictating into machines. The whole process is much more streamlined and saves no end of time. Plus we have Quill's backing when our workload gets hectic. It's the ideal set up."

*Stuart Jones, Conveyancer, Robert Simmons Solicitors*

"When court and other deadlines are mounting, Type brings immense peace of mind. As a business, we're trying to work smarter during our contracted hours. Type is a pivotal part of this strategy. What we don't get done by close of business, we outsource to Type. After a busy day in the office and at court, it's so nice being able to relax and unwind."

*Martin Stafford, Director, SDM Legal*





## Why choose Quill?

There's a reason smart law firms always choose Quill.

### The best of both worlds



We are one of the few organisations capable of blending leading software with expert outsourced administrative services, meaning you can rely on us to help you complete any task.

### A human touch



People are at the heart of our solutions. With a dedicated contact, you can trust our UK-based team to understand your business just as well as any of your employees.

### Dedicated experts



We're committed to offering dedicated support to all our clients, so you can rest assured that we will be there for you whenever you need us.

### Works alongside you



Our software and services are tailored to how a legal practice actually works, meaning they can be seamlessly integrated within your firm, and brought up to speed in no time.

### Reduced overheads



Our flexible outsourced business model means you pay variable monthly fees based on your firm's business activity and volumes. Plus, our software is much more affordable than others in the market.

### No compromise on compliance



At Quill, we understand the ins and outs of statutory requirements, so that you don't have to.

## Legal Accounts and Practice Management

Get your firm on the right track with legal accounts and matter management solutions to get you up and running quickly.

£22\*

\*Per user per month, plus initial £78/month for the legal cashiers licence

Matter management

Legal accounts system

**For legal cashiers, fee earners and support staff**

## Most Popular

## Case and Document Management

Allow fee earners to work in the cloud from anywhere with time-saving tools like document automation and MS Office integration, and more.

£44\*

\*Per user per month, plus initial £56/month for the legal cashiers licence

Everything in Legal Accounts and Practice Management PLUS...

Document management

Case management

**For fee earners**

## Boosts to supercharge your law firm

Mix and match from our range:

Quill Forms

Anti-money laundering checks

API integration

MoneyChain

Bundling

Legal aid

Online payment portal

SMS messaging

Our outsourced services (payroll, legal cashiers, post room and typing) are offered on a scale depending on the volume of work and transactions, saving overheads and improving time efficiency. **For a detailed quote, please speak to a member of our sales team.**

## Pricing

Flexible to you. Affordable for everyone.

Our software pricing is based on a per-user, per-month basis with optional 'boosts' available.



## Ready to make life simple with Quill?

Our extensive range of software and services is here to make your life easier, no matter which area of law you work in.

Over 750 law firms rely on Quill to run their practice smarter and more effectively. **Could you be next?**

We can't wait to welcome you onboard!

Get in touch by calling **0161 236 2910** or emailing us at **sales@quill.co.uk** or visit **www.quill.co.uk** for more information.