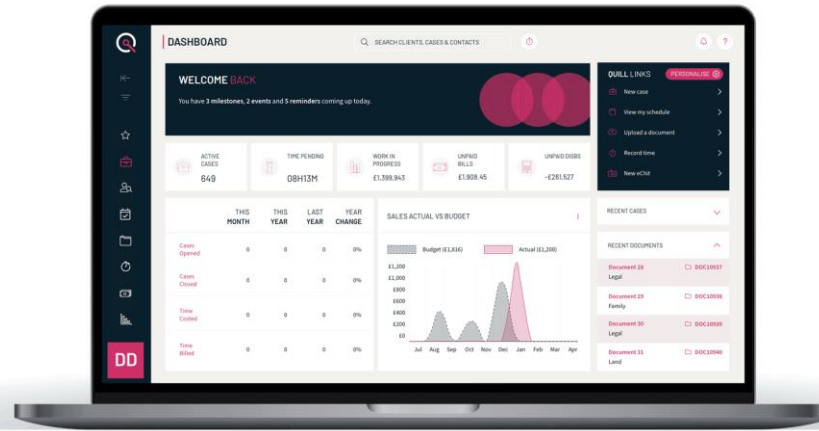# ABOUT QUILL

CONTENTS

MANANGE YOUR PRACTICE
THE SMART WAY

Industry-leading 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** medium and small sized law firms.

Recommended by the Law Society of England and Wales.

QUILL **FACTS & FIGURES**

- Acquired by Dye & Durham in July 2023
- Founded in 1978
- Manchester and Liverpool based
- Tailor made for small to medium-sized practices

9,000
Users

750
Law firms

5 million
Annual transactions

115
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
- Access to a large marketplace of legal technology offerings through Dye & Durham

PROUD TO BE ONE OF THE UK'S BEST EMPLOYERS

THE UK'S TOP **50** BEST MID-SIZED COMPANIES TO WORK FOR 2023 cert.b.co.uk
#34
Best Mid-Sized
Companies to work
for in the UK

TECHNOLOGY'S TOP **25** BEST COMPANIES TO WORK FOR 2023 cert.b.co.uk
#17
Best Companies to
work for in the UK

THE NORTH WEST'S TOP **50** BEST COMPANIES TO WORK FOR 2023 cert.b.co.uk
#40
Best Companies
to work for in the
North West
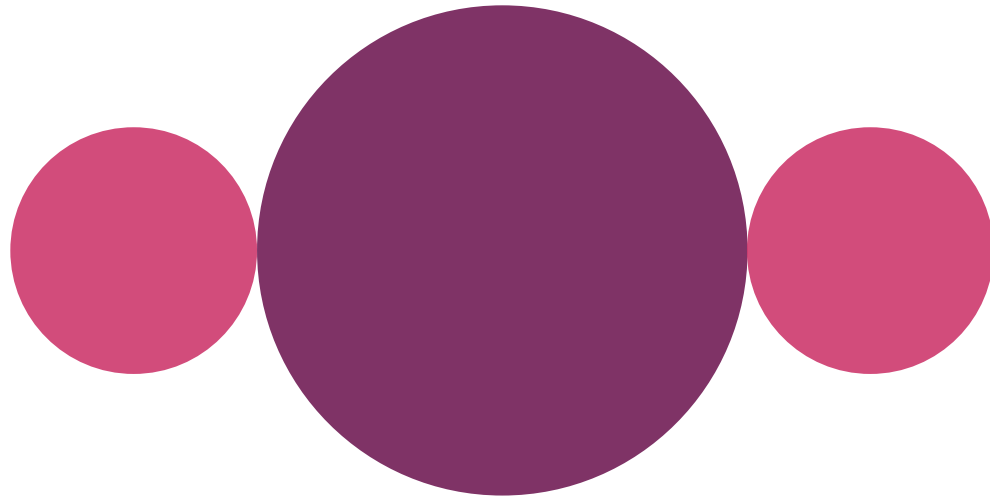
THE **CHALLENGE**

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."
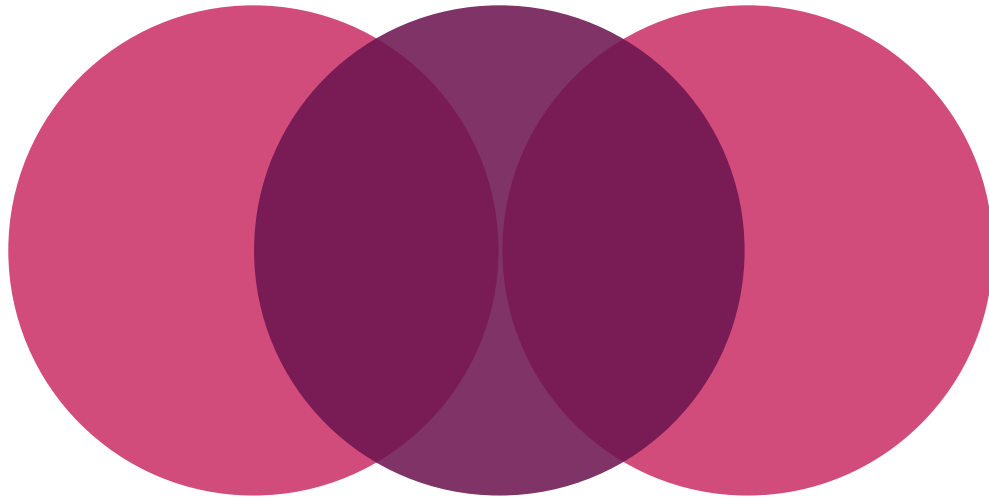
BUT WITH QUILL

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."
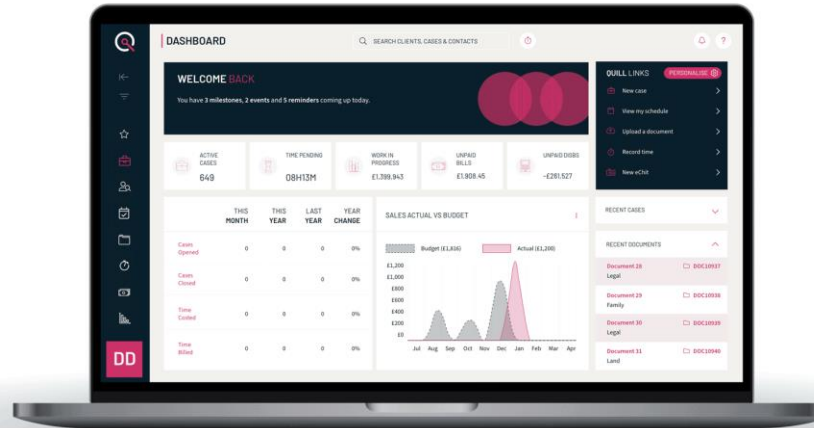
MORE THAN
SOFTWARE

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.

Now as part of Dye & Durham, we're your one-stop-shop for all your needs. Less hassles, less contracts and invoices to manage, and best of all – less stress!

QUILL IS NOW A
DYE & DURHAM SOLUTION

Dye & Durham is a leading provider of cloud-based, efficient workflow software for legal and business professionals.

Dye & Durham's vision is to be the global leader in legal technology for small and medium-sized law firms, and we couldn't be more excited to be a part of this journey.

This means our customers will benefit from having access to Dye & Durham's full suite of legal technology solutions such as conveyancing-specific workflows, data insights and due diligence reports for corporate and property transactions, and much more.

MEET YOUR LAW FIRM'S NEW BEST FRIEND

Smart law practices turn to Quill because we make running their front and back-office functions a breeze, saving valuable time, money and most importantly - the headaches!

Practice management

The most trusted practice management platform in the legal industry

Document management

Take the 'work' out of paperwork and manage legal documents more efficiently

Legal accounts

The easy way to take control of your finances and ensure you are fully compliant

Case management

Manage the entire lifecycle of a case with zero distractions along the way

LEGAL
# ACCOUNTS

The easy way to take control of your finances

Ensure full compliance and keep your practice doors open.

Ideal for: Legal cashiers and support staff

Learn more

WHAT CAN QUILL'S LEGAL ACCOUNTS DO?

- Cloud-based legal accounting and transaction management

- Rapid and accurate posting

- View and follow client and office ledgers in one single place

- E-chit posting for all payments, receipts, bills and journals

- Built in breach warnings and alerts to support compliance with relevant regulatory body

- Compatible for HMRC Making Tax Digital (MTD) for VAT

- Compatible for Legal Aid Agency (LAA) for legal aid submissions

- Meets SRA Accounts Rules, CLC Accounts Code and Scottish Accounts Rules

- Bank account and sort code verification for outbound payments

- Integrates with leading UK banks

- Fast and accurate bank reconciliation

- Cheque printing

- Purchase ledger

- Multiple open accounting periods

- Robust month-end and year-end close routine

- Suite of configurable management reports integrated with Excel

- Risk reporting and conflict checks

QUILL
A Dye & Durham Solution

LEGAL ACCOUNTS

Affiliate Partner
The Law Society

Dye & Durham
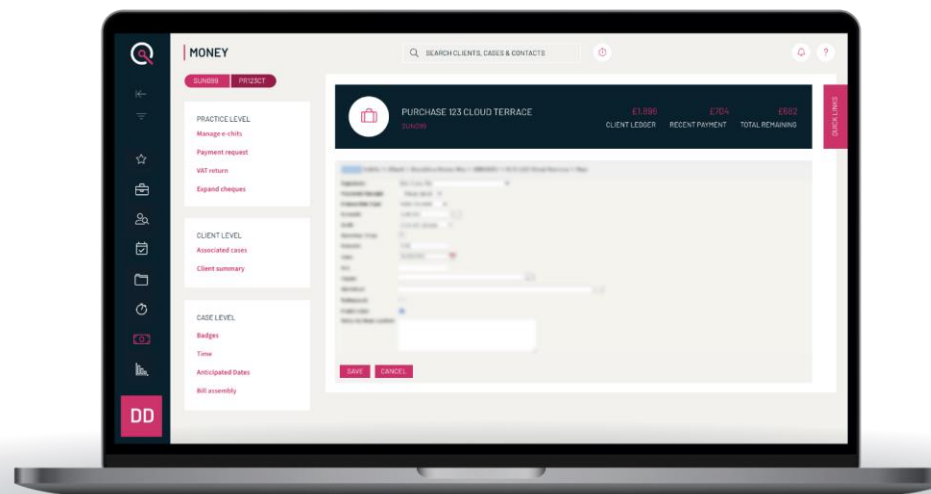
Search

View on practice level, client level and case level

Case balances can be viewed from e-chit

Request payment

Raise an e-chit

Quick links

PRACTICE
MANAGEMENT

The most trusted practice management platform in the legal industry

An integrated solution for supporting both front- and back-office functions.

Ideal for: Fee earners and support staff

Learn more

WHAT CAN QUILL'S PRACTICE MANAGEMENT DO?

- Cloud-based central hub for firm-wide management

- Centralised and easily searchable client, matter and contact database

- New client and matter inception wizard

- Hourly and fixed fee billing

- Compliant with UK GDPR

- Integrated conflict and online AML checks

- Practice, department and personal performance dashboards and task lists

- Readily visible client and office transaction history, account balances and alerts

- Configurable and dynamic time recording system by role

- Multiple stopwatches

- E-chit creation, approval and management system

- Custom fields for clients and matters for any case type

- Reporting suite integrated with Excel

- Mobile app for iPhone and Android devices
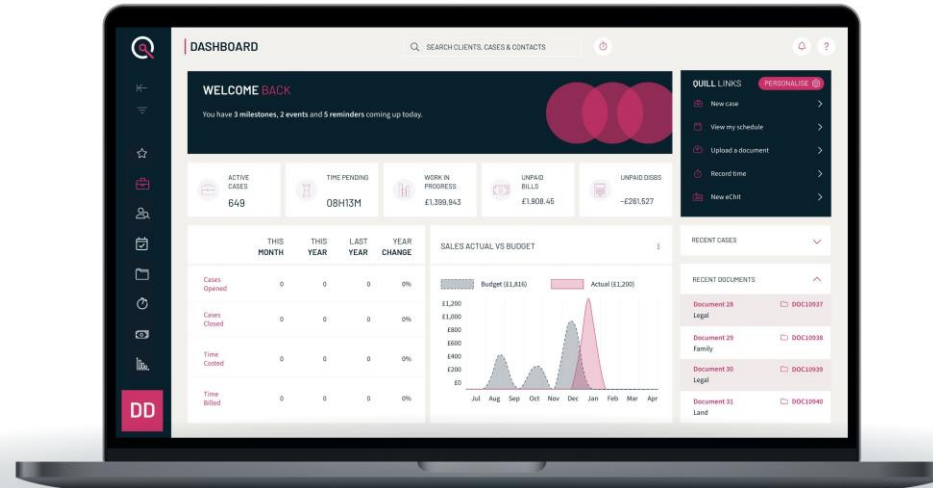
Collapsible side bar
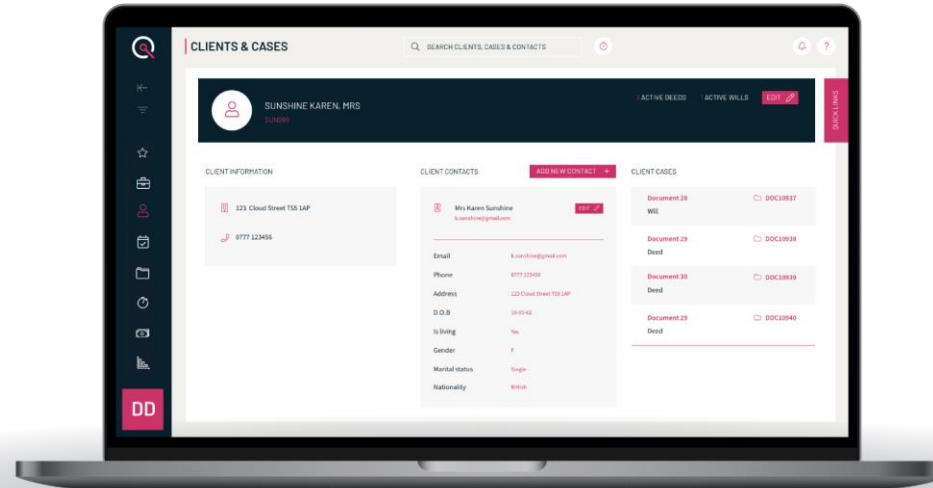
Search for clients, cases or contacts

Quick links to frequently used tools

Recent cases, clients and documents

Snapshot overview

Contact support

QUILL
A Dye & Durham Solution

PRACTICE MANAGEMENT: CLIENTS & CASES

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Dye & Durham

Search

Client details are easy to read and amend

Add new case or clients

Quick view and links to associated cases

QUILL
A Dye & Durham Solution

| PRACTICE MANAGEMENT

Affiliate Partner
The Law Society

Dye & Durham

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.

"Beforehand, it'd take me a day's time to complete year end. Now with Quill, I press a button, press another button, and I'm done.

All tasks are easier, especially getting reports at month and year end. It's just such an easy-to-use package."

Jayne Curle, Legal Cashier, Bana Vaid and Associates

"Quill's software is excellent. It's extremely intuitive so managing ledgers and searching is easy and reports are straightforward. To top it all, support is responsive.

It's a complete package."

Imran Khawaja, Managing Partner, Armstrong and Co Solicitors

"The challenge for sole practitioners (me included), is the need to juggle administration with client work. I wouldn't have been able to manage my first year without Quill!"

Trudy Rogers, Sole Practitioner, Rogers Legal

QUILL
A Dye & Durham Solution
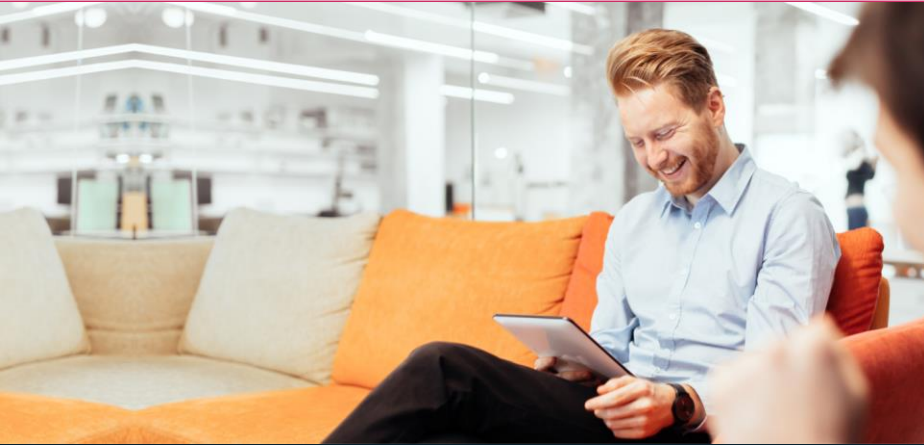
DOCUMENT & CASE MANAGEMENT

Take the 'work' out of paperwork and manage documents more efficiently

A tailored and scalable solution to manage matters from initial inception all the way through to successful conclusion.

Ideal for: Fee earners and support staff

Learn more

WHAT CAN QUILL'S CASE MANAGEMENT DO?

- Store, edit and save all your documents centrally

- Document versioning, tagging and foldering

- Create a library of branded practice precedents and auto-populated templates for mail merge

- Integrates with Outlook, Word and Excel

- Automatic email upload and time recording

- Email documents to clients and contacts in Word or PDF format

- Unlimited storage

- Time record

- Drag and drop or upload files from desktop or scanner

- Detach attachments from emails

- Time record when uploading or reviewing correspondence

- Integrates with over 2,000 legal forms and e-submissions

- Integrates with Bundledocs to produce electronic court and counsel bundles

- Mobile app for iPhone and Android devices

QUILL
A Dye & Durham Solution

Affiliate Partner
The Law Society

Dye & Durham
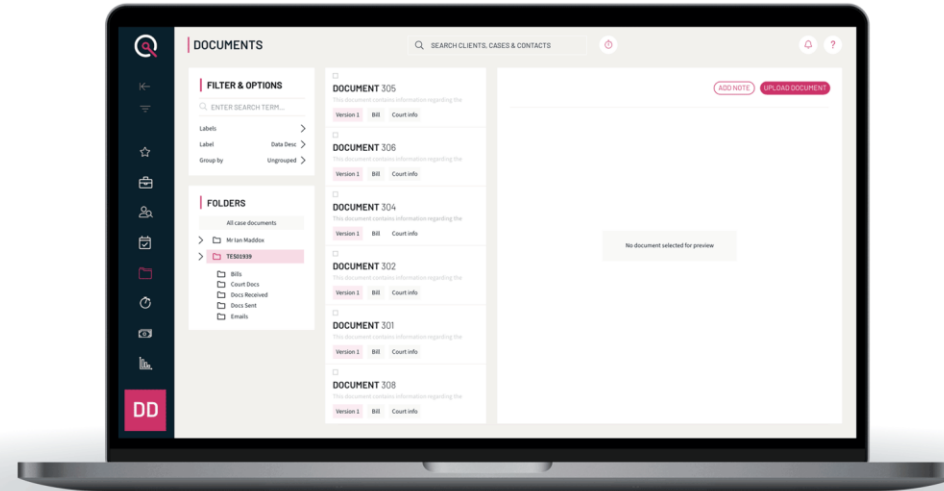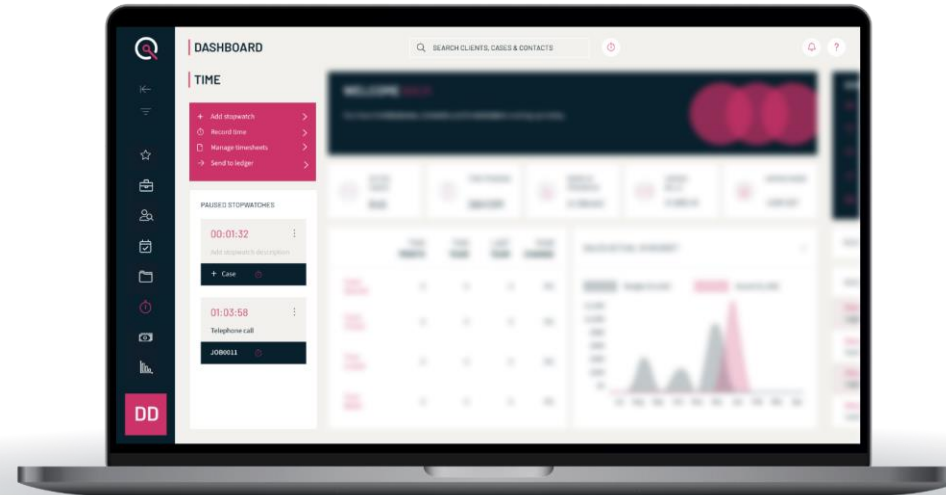
Collapse settings   Search   Bulk actions   Bundledocs   Recycle bin   Add notes   Upload documents

Time manager can be accessed from any screen

Collapsible toolbar

Record a quick time entry or to to 'manage timesheets' to record multiple entries

Stopwatches can be started in time manger, the dashboard or quick links

QUILL
A Dye & Durham Solution

| DOCUMENT & CASE MANAGEMENT

Affiliate Partner
The Law Society

Dye & Durham

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 are so many advantages of DocsHub for our company. We store well over 100,000 documents in the cloud. All we need is an internet connection, and this mass of files is readily available to our managers, lawyers and support staff.

The financial benefits of document management systems are substantial, in terms of server equipment alone."

Gary McIndoe, Director, Latitude Law

"At Luqmani Thompson, we're on a mission to go fully digital. We certainly encourage other firms we speak to, to get on board the train too before it leaves the tracks. Where our business is concerned, it's Quill's DocsHub powering the engine."

Jawaid Luqmani, Partner, Luqmani Thompson and Partners

"When I set up my practice, I'd just come out of a big law firm which had a huge internal IT support department. Obviously I can't afford this on my own, yet I still have similar practice and document management requirements.

Quill's systems give enterprise-level functionality without the cost and trouble of hosting and maintaining it myself."

Lynne Passmore, Solicitor, Lynne Passmore Family Law

TIME FOR A
BOOST?

Quill's software offers a number of additional boosts to help unlock your practice's full potential.

MoneyChain

Strengthen your payment chain and get the right money to the right client.

Quill Forms

Gain access to our comprehensive forms and e-submissions library to auto-populate the most popular legal forms.

Bundling

Collate, sort and auto-index documents to produce electronic court and counsel bundles in minutes.

Online payments

Send secure online payment links to your clients and see your cashflow improve.

Anti-money laundering checks

Mitigate risks by using our AML module to perform reliable identity and credit checks.

Legal aid

Statutory criminal and civil legal aid rates maintained, helping to make case submissions easy.

Quill Post

Digital mailroom that sorts incoming post, scans and emails documents and can also post outgoing mail.

API integration

Integrate with specialist third-party case management systems to save time, prevent duplication and maintain data integrity.

SMS messaging

Send instantly or schedule communications directly and securely to your clients' mobiles.

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 Cashiering

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

Payroll

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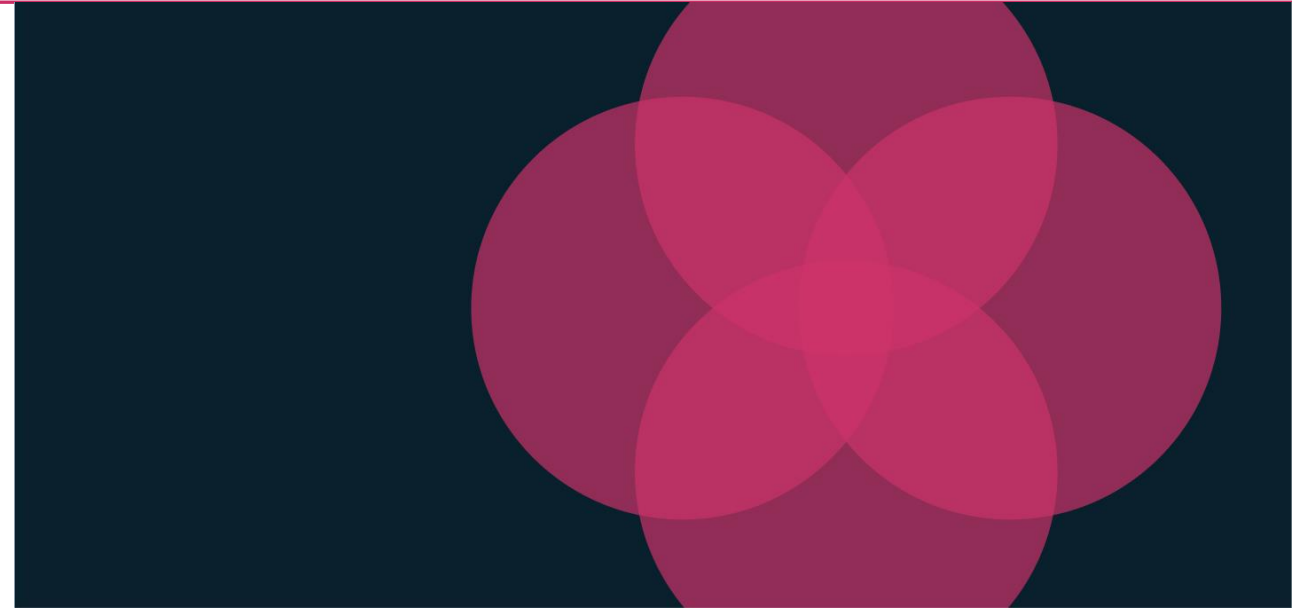
Post

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

Typing

Enjoy fast and accurate legal transcription and typing support

LEGAL
CASHIERING

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

HOW IT
WORKS

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

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.

QUILL
A Dye & Durham Solution

| PAYROLL

Affiliate Partner
The Law Society

Dye & Durham

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.

"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
A Dye & Durham Solution
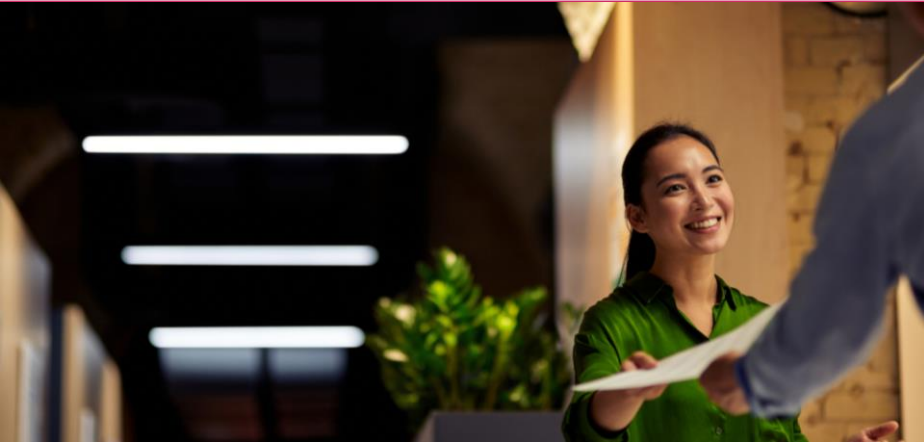
QUILL
POST

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

AXIS
PROFESSIONAL

QUILL
A Dye & Durham Solution

WHAT CAN QUILL'S OUTSOURCED TYPING SERVICE DO FOR YOU?

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

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.

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.

"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.

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.

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.

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.

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.

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.