

# CASE STUDY



## Keyhouse's perfect timing

How technology has saved NJ Downes & Co. Solicitors LLP 60-70% of their time.

### Background

NJ Downes & Co. Solicitors LLP are based in Mullingar, Co. Westmeath have been with Keyhouse for several years. Having seen for themselves how Keyhouse technology and expertise can positively impact the business, the firm has invested in workflows, Accounts integration and Keyhouse Mobile App for digital dictation.

### Challenge

Like many practices, NJ Downes & Co. Solicitors LLP needed the data from their old system to be moved in its entirety to their new practice management system, for both case management and accounts. In order to bring their practice to the next level they needed to implement Keyhouse Case Management and SAM Accounts to get a more integrated view of all their cases. Seamless accounts integration with automation features was required to make this easier and to:

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- Capture / assign emails from Outlook to ensure that all details of the case were being recorded.
- Use more automation around bill drafting.
- Search documents quickly without wasting valuable working time.
- Access senior expertise to ensure that the firm's investment was maximised.



**“The Keyhouse Mobile App has proven to be very useful for allocation of emails or documents to a specific case while on the move. In addition voice dictation allows each user to dictate straight to a case while working remotely and enables a secretary to pick it up from wherever they are - office or home. This has proved to be extremely useful during the recent pandemic while people have been forced to work remotely”.** Andrew Fay, Partner

**“Intuitive Microsoft Office integration is a great addition to our systems - in Outlook the case tab is great as you can see what emails are or are not allocated”.**

## Solution

The firm wanted a system that would help streamline their administration processes. They wanted quick and easy access to the complete file, with both financial transactions and case histories being easily accessed when servicing the client.

They wanted a system that would allow users to easily enter critical information and assign emails, documents and PDFs to the case to ensure that there would be a complete history of the file at all times. This would mean that the Keyhouse system would have to be easily accessible, both internally and externally. The firm was also looking to develop more efficient processes as they became more aware of the software’s functionality, especially in the area of workflows.

The other key factor for the firm was the quality of service and expertise that they required from their software supplier.

To achieve their objectives, they would be reliant on the supplier’s expertise.

**“The Keyhouse support team have been doing this for many years and they know their brief and how to help. I always have faith in the Keyhouse team that they can solve problems quickly and efficiently. Their support and staff are extremely reliable and this is vital in a business where time is of the essence when using integrated legal software in everyday business.”**

## Result

Over the last two years the firm has developed

**The Firm also uses the Keyhouse integrated SAM Accounts system. “When drafting a fee note or distribution accounts in Estates, the financial information is only a click away. It’s very beneficial so the Accounts team to ensure that all outlay expended and other journal entries are correctly recorded and accounted for”.**

*“The ability to search for certain documents via the document manager is probably **the most useful tool** of the lot when one is in a hurry to locate a document for onward transmission...”*

*workflows around property purchase / sale / probate / family transfers – “At least 70% of our legal transactions are carried out using the Keyhouse workflows, with MS Outlook integration proving a real time saver in terms of assigning to case matters and preventing the need for photocopying, duplication and physical file-retrieving. The ability to search for certain documents via the document manager is probably the most useful tool of the lot when one is in a hurry to locate a document for onward transmission to either client or any other third party solicitor / agent”.*

*“Once all information is inputted into the Keyhouse case management system, it’s easily accessible making it very practical for each user. Electronic bank reconciliation has also had huge benefits for the practice with very significant time savings”.*

For more details, see [www.keyhouse.ie](http://www.keyhouse.ie)

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