

Keyhouse Matters

Nice to see you again

Welcome back to the Keyhouse Matters newsletter. This is our first in a while and it's very nice to see you again. We have lots of news, including big developments and new features which we think you'll like a lot. As always, we have listened to our clients and taken your valuable suggestions on board as we continue to develop Keyhouse products and services, so read on and see what we've done.



Over 25% of Keyhouse clients have moved to the **Keyhouse 365 cloud solution**



We launched Keyhouse 365, our brand-new cloud solution, in late 2019, enabling our clients to access their Keyhouse systems from anywhere, at any time. Not only does it help you to be better prepared for when a crisis strikes, (little did we know what we were all facing into in March 2020 when COVID-19 hit) but, importantly, it also ensures your firm's information will be safe and secure thanks to built-in business continuity planning and an automated system back-up. Given that the world of work has now changed and the future is hybrid, it also promotes agile working, helping your team to work where and when they like.

Keyhouse 365 is the next generation of practice and case management cloud software for law firms – all operated within a secure, and familiar Microsoft Windows environment. There's very little need for re-training as you know our systems very well already (everything looks and feels just like your current Keyhouse application) which means migrating to the cloud couldn't be easier for your entire team.

Here's what your peers have to say about their move to the cloud with Keyhouse 365:

"The ease of access from anywhere has to be the best thing, so when you are working remotely you don't have to access the system through a VPN or RDP, there's just less clicking and entering passwords. There's also the reassurance that the backups are happening automatically, one less thing to worry about!"

Hilary O'Connor, Maurice Leahy Wade & Company Solicitors

"Migrating Keyhouse to the cloud was very smooth – a lot smoother in fact than I thought it would be. Overall, it was a very short transition with minimum disruption to day-to-day work. The team in Keyhouse was very supportive throughout guiding us through the process, so we knew exactly what was happening and when."

John Carroll, Crowley Millar Solicitors LLP

"To be truthful, I don't think the team even noticed the difference except for the different logging in procedure with your PIN. I think that's one of the huge advantages in how Keyhouse approached its cloud solution – it's the same intuitive user interface so no retraining was needed." **Peter Loftus, Bourke Carrigg & Loftus Solicitors**

The office is on the phone. **Seriously.**

Our new Keyhouse mobile app is here and it puts your entire office in your pocket. Using the latest in cloud technology to help you work on the go, the app gives you unlimited access to your files, contacts, tasks, time and more.

Everything you need from your office in the palm of your hand, even if your Keyhouse case management software is still on a server in your office. One thing you will need to be sure of is that your current IT infrastructure meets the minimum IT requirements. **If you're not sure about these, just call us on +353 1 290 2222 and we can check that out for you.**



Keyhouse **WebConnect** is here.

Here's a new way to add value to your services for your clients: With Keyhouse WebConnect you can offer your clients secure, 24/7, online access to their case information. The tool can be customised and controlled by your team – you decide what cases, records and notes are published for viewing and who can see them. WebConnect offers your clients the kind of access that any cutting-edge business is now expected to provide, taking the pressure off your client support staff.

Key features and benefits:

- Allows your clients to see how cases are progressing instantly
- Defines key tasks, notes and milestones to be published for viewing
- Reduces phone interruptions and email requests by providing critical information online
- All notes, tasks and associated parties are immediately updated providing clients with the latest information on their cases
- Your clients have access to a library of online reports which can be designed by you to meet their requirements

Are you **recovering** your negative interest rate charges?

If not, we can help with a tool that will accurately calculate the appropriate negative interest based on the daily closing balance on all client ledger cards. It will considerably reduce your bookkeeper's time in managing this frustrating overhead whilst at the same time ensuring your firm recovers the cost of negative interest rate charges. The calculator has a comprehensive amount of functionality within it including full transparent reporting on all calculations to satisfy both client and regulatory requirements.

"The Negative Interest Rate Calculator has saved me a huge amount of time as it calculates and records onto the Ledger Card the accurate negative interest amount that could be recovered from clients. It only takes about 10 minutes every week and it was a task I was dreading doing manually!" - **Catherine Kelleher, Accounts, Hallissey & Partners Solicitors**

Hello Transact.ie



What's this? If you're in the property industry, Transact is an invaluable new tool that eliminates delays, closes sales faster and helps you to use your resources better so that you can spend more time on meaningful work. Keyhouse has built a secure cloud network that connects property developers, lawyers and real estate agents under one digital roof. Transact enables your business to provide a higher quality service with reduced overheads.

What can Transact do for law firms?

- Reduces admin time by up to 50%
- Inbuilt integration with Keyhouse Case Management
- Integrates digital signatures for contracts and building agreements
- Helps securely upload and exchange important documents
- Reduces unnecessary client interruptions
- Vastly improves the client experience

There are already hundreds of properties, sellers and purchasers on Transact as well as a number of law firms and property developers. It really is the place to be in 2022. **If you are interested in Transact, simply contact Keyhouse on +353 1 290 2222.**

Innovation for **Growth** with Enterprise Ireland

Keyhouse is delighted to have been selected to take part in this prestigious course to help us unlock opportunities in the export market. Enterprise Ireland partnered with the Irish Management Institute and MIT Sloan School of Management to create Innovation 4 Growth (I4G), a unique programme designed to help ambitious Irish companies who want to use innovation to reveal opportunities overseas. That's us.

I4G will give Keyhouse a practical toolkit to enable continuous innovation that boosts exports, sales, jobs and productivity now and in the future.

Watch this space for more as Keyhouse goes global.



Our commitment to **business process improvement**

Keyhouse has always been about helping law firms to become more efficient. Our software has continually provided the innovative technology you need but now importantly we also provide the business process improvement services to help you improve the way you do business. Applying Lean principles we will help you to save time and money and increase your firm's capacity and competitiveness.

With a team of yellow and green Lean Six Sigma qualifications, we can show you how applying a Lean approach in conjunction with your Keyhouse workflows for the different areas of your firm's work can build capability, drive efficiencies and profitability.

A Lean project with Keyhouse will dive deeply into areas of your business, examining current processes to identify opportunities for improvements to help eliminate waste and save time and so increase your firm's efficiency. It is a very focused programme with measurable objectives and milestones to be reached along the way.

Lean processes are becoming crucial for law firms as your clients are demanding more for less and expecting law firms to be more efficient and deliver greater value legal services.

Contact us for more information and to see if you might be eligible for Local Enterprise Office (LEO) funding under a Lean for Micro programme.

Lean process: signed and delivered

We are delighted to be recognised as a Lean business provider with Enterprise Ireland. In conjunction with Enterprise Ireland's Lean for Micro programme we'd like to share a quote from a case study we did with one of the firms – **Tormeys Solicitors LLP in Athlone**.

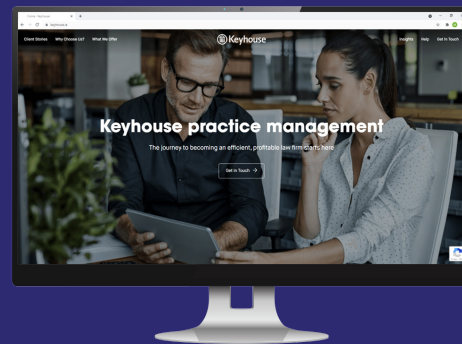


Here's what **Tony Henry**, the firm's Managing Partner had to say: *"Working on this project with Keyhouse allowed our conveyancing team to focus on how best to maximise the potential of our case management system. We had been aware of the benefits of fully implementing the workflows but had procrastinated in doing anything about it until the lean project opportunity arose, which gave us the push we needed. With the guidance of Martina and Brenda in Keyhouse, the project forced us to set aside the time from our day-to-day schedules to update and amend our precedents and workflows creating a more streamlined process for the benefit of our conveyancing team and, ultimately, our clients. We can immediately see the time savings. Our new fine-tuned procedures will facilitate us taking on a larger volume of clients, without compromising the quality of the work. It was a most worthwhile exercise."*

Tormeys | SOLICITORS LLP

New website

We are delighted to announce the launch of our new website, where we will keep you informed of news and all of the relevant updates. We also showcase some of our clients and demonstrate how Keyhouse is helping them to remain efficient and profitable. Have a look.



It's time to dust off the lycra!

As you may know, we recently launched the **Keyhouse Cycle 4 Charity Fundraiser** in aid of St. Francis Hospice (SFH) and Our Lady's Hospice & Care Services (OLH&CS). This fundraiser will see a member of the Keyhouse team cycle for an hour, every hour, for 24 hours, in exchange for donations to these fantastic charities. You will be able to get updates on our LinkedIn page and replay our efforts afterwards by visiting <https://www.keyhouse.ie/keyhouse-christmas-hospice-appeal/>

Today, OLH&CS and SFH provide specialist palliative care for a catchment area of over 1.8 million people with a wide range of needs, from rehabilitation to end of life care. They also provided over 20,000 specialist palliative homecare visits to patients in their own homes last year as well as delivering over 8,800 clinical virtual reviews as their teams adapted to COVID-19.

As organisations that rely heavily on fundraising, it is thanks to the on-going support from the public and business community that both SFH and OLH&CS can continue to provide the incredibly high levels of care that they do. Unfortunately, COVID-19 has also had an impact on their ability to raise funds and is proving a challenge to vital frontline services for vulnerable patients and their families. **Please donate today by scanning the QR code or by visiting iDonate.ie and typing 'Keyhouse' into the search box.**



Team news

Anne Mellon has retired after 20 years with us in SAM support and has been an integral part of Keyhouse for all of that time. We would like to wish Anne a very happy retirement. But don't despair – from time to time you can catch Anne taking the odd call on reception.

David Hussey, after almost 10 years he's decided to hang up his case management boots. The good news is that he will be staying on for the next few months in a mentoring capacity for newer members of the team.

With the growth in Keyhouse users and new clients coming on board over the past 18 months, Keyhouse has expanded its support team to ensure we can continue offering the great support service our clients love.



We'd like to welcome **James Nolan**, **Aaron Cosgrove**, **Nicole Murray** and **Darragh Goslin** to the Case Support team and **Kevin Colohan** and **Stephen Dagg** to the SAM Support team. We are also sad to say goodbye to **Vlatka Hosi** who we all miss but wish her the very best in her new position.

So, who else is new?

The sales and marketing team has recruited **Michelle McInerney** and **Stefan Dutczyn** is back. **Conor Isdell** has also joined in a consultancy capacity bringing with him a wealth of knowledge from his time as an Office Manager and Accountant. **Bryan Kennedy** has joined us over on the firm Accounts team. **Aisling Hammond** has headed off down under to the Gold Coast to fly the Keyhouse flag from sunnier pastures.