

Lawyers at Gateley Wareing get Smartner with their iPqas

Sector: Legal

Company overview

Gateley Wareing is a leading independent commercial law firm based in the Midlands, UK. The company has expanded steadily over the last few years to become a highly respected legal practice. It provides a full range of legal and business services to local, national and international companies ranging from family ventures and corporate groups through to fully quoted public companies and financial institutions.

To service these clients, Gateley Wareing employs nearly 200 legal and support staff, located in offices in Birmingham, Nottingham and Leicester. All are committed to delivering the highest standards of service and place rapid customer response times and fast case turn around as key operational priorities. To ensure that its expansion and international growth has not, and does not impede on this quality of service, Gateley Wareing has introduced clear and effective communications channels in all directions – employee-to-employee; lawyer-to-client; client-to-lawyer; support staff-to-third party supplier.

Using Smartner Duality to improve internal and external communications

One of the ways in which Gateley Wareing has improved its communications is to provide its lawyers that spend a high percentage of time in meetings outside the office or operational staff that are key to the running of the business with Smartner Duality.

Smartner Duality extends access to Microsoft Outlook and Lotus Notes to mobile devices - in this case the employees use HP iPqas. The software automatically pushes new emails to the user without any need for interaction. Additionally it provides the user with complete control over all desktop functions while away from the office.

Benefits to the lawyer, client and company

For the lawyer this means that the dead time spent traveling between the office and appointments or between court cases can now be used productively, they can interact with other clients and colleagues as if they were in the office. In addition to reading and responding to emails, the user can work on Word, Excel and other Windows-based application attachments; fix meetings, manage case notes and plan court or tribunal hearings for example. An added benefit of Smartner Duality is that all actions are mirrored simultaneously on their desktop and therefore avoids any confusion or repeat actions when they return to the office. Not only

does this improve client relationships thus helping client retention, it means the time that the lawyer would have previously spent in the office making up this lost time is now available to new clients – or for leisure time!

For the client the whole experience of managing a legal or business issue is made easier. Response times are much quicker; cases can often be brought to fruition more efficiently and the relationship with the lawyer is much simpler because communications are more immediate and time frustrations are virtually eliminated.

And for the Gateley Wareing, whose success can be attributed closely to its commitment to delivering the highest standards of service to its clients, the benefits in terms of efficiency are immeasurable since the solution was installed in November 2003. More client cases can be managed at a single time, employee time is even more efficiently utilised and communication between the three offices is more straightforward and resourceful.

Purchase decision

Gateley Wareing has purchased Smartner Duality from Teksys Limited, a leading Microsoft infrastructure services business that designs and delivers scalable, secure and manageable technology solutions. While always looking to improve business processes, IT Manager, **Dee Scarlett** hadn't actively been looking for a mobile solution.

However, while in a meeting with **Paul Hoffbrand**, Business Manager for Legal Sector Businesses at Teksys, she noticed that he was able to access information stored on his office desktop via his PDA. Recognising the potential benefits for her colleagues in the legal practice she enquired further.

Within weeks, Smartner Duality was being trialed by 20 key members of staff, all of whom have come to rely on the service. The only problem came when the trial was reaching its close and Dee was literally begged by colleagues to keep the service up and running!

Service set up

The time and capital cost to Gateley Wareing was minimal. The entire installation was managed by Teksys, took less than half-a-day and did not require any user down time. Additionally, it was deployed on an existing server and is being accessed via user's existing iPaq's eliminating the need for any hardware investment. The fact that the users were already familiar with the access devices and that the software mirrors the desktop, there was little or no user training required either.

Dee Scarlett, IT Manager at Gateley Wareing said: "The feedback from the lawyers using Smartner Duality has been incredible. Many can be indifferent when it comes to IT, but immediately with Smartner Duality they can see personal as well as professional benefits. A major bugbear for our lawyers is wasted time. With Smartner Duality, they can keep on working, even where mobile access is poor. As a result, client response times have improved, case turnaround is quicker and more importantly

the lawyers have been to reduce the amount of out-of-hours work that they do."

Paul Hoffbrand, Business Manager, Teksys said: "Smartner Duality is possibly the most effective mobile business tool I have seen. From my personal experience as a user of the product I can vouch that it completely revolutionises the way that people can work. The three major benefits are time saving, efficiency and convenience. In terms of time and efficiency, Smartner Duality eliminates the need to travel to the office simply to access and respond to emails. The convenience of being able to access your desktop remotely is clear - on most occasions it removes the need to carry a laptop, because all the functions of the laptop can be carried out equally well from a PDA or smartphone, and one that fits in your pocket!"

Dan Metcalfe, Channel Manager, Smartner said: "Smartner Duality is fast becoming the solution of choice for many business professionals that require real time access to email on the move, its device independence, ease of deployment and real business benefits help our partners towards very speedy deployments within their customer base."

For more information

If you would be interested in finding out more about how Gateley Wareing and Teksys are working with Smartner, would like more detail on Smartner Duality or would like to review the solution, please contact either

Sam Stokes at Nelson Bostock Communications on +44 20 7792 7444 or sam.stokes@nelsonbostock.com

Dan Metcalfe at Smartner Information Systems on +44 1223 353535 or dan.metcalfe@smartner.com

Paul Hoffbrand at Teksys Limited on +44 1923 247707 or phoffbrand@teksys.co.uk