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Although we had done a huge amount of research and due diligence in the run up to the selection project, we still hadn't ever done a project of this scale before.

We were confident but thought it made sense to seek some extra reassurance and confirmation that we were on the right lines; to maybe challenge some of our assumptions and help us clarify our thinking; and to just wrap around us a comfort blanket of experience, knowledge, insight, objectivity and encouragement.”



Mel Smith

Chief Information Officer,
Buckles Solicitors LLP.

Project

Practice management system selection

Scope

Buckles was looking at a PMS to replace its long-standing SOS solution. With an ambitious growth target – to double in size by 2025 – and a multi-currency requirement, the firm was ready to move on from its extensive market investigation to build a requirements document and go to tender. With a likely shortlist of TRE and Aderant, this marked a significant step up for Buckles and its response was to look to an expert resource that could validate the process and the decision, providing precious reassurance at such a pivotal moment.

Baskerville Drummond's David Baskerville was brought in to provide support and guidance, as well as an independent, apolitical viewpoint, at the critical front end of the project; and to stay on as a trusted advisor and sounding board through the deployment and post go-live phases.

Client Snapshot



Deliverables

- ◆ Produced a full definition of requirements from both a Finance and a Fee Earner perspective
- ◆ Created a comprehensive Request to Tender (RTT) document that helped Buckles get total clarity over its needs and wants, and the realities of what vendors could deliver within certain cost parameters
- ◆ Analysed the RTT responses and produced a detailed, digestible and partner-friendly report
- ◆ Operated as a trusted advisor throughout, readily making himself available to the CIO, happy to offer opinion or challenge thinking

Extras

- ◆ Undertook a number of 'deep-dive' workshops with staff so that they were fully engaged in the transformation journey from the get-go, and bought into the project early
- ◆ Used staff voices and their extensive 'coal-face' knowledge of systems and processes to build a granular picture of 'must haves', 'nice to haves', 'icing on the cake' and the 'cherry on the top' for any future PMS implementation

