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S O L I C I T O R S

Points for Profit

THE LAW FIRM:

Neil Lloyd, managing director at FBC Manby Bowdler, on how Accesspoint understands the firm's needs and supports its efforts, seamlessly and reliably.

FBC Manby Bowdler (FBCMB) has been in a hosted environment since 2008. About two years ago the firm undertook a review of its IT systems. Neil Lloyd, managing director at the firm, says, after doing a full market review, FBCMB decided it would move to a combination of Accesspoint and Tikit.

"Accesspoint are reliable – working smoothly day in and day out, without the need of someone to maintain IT in-house. We wanted a hosted environment that was consistently available for our teams, ensuring they could be the most productive possible.

"This has been achieved by Accesspoint. They provided a seamless solution and the team are very responsive when we need their help."

SUPPORTED CHANGE:

Lloyd says moving to Accesspoint was a no brainer. "The reason we decided to move our hosted provider at the same time as our practice management system was because of the expertise that Accesspoint provided in terms of supporting Tikit."

He says the transition was fairly seamless. FBCMB moved to Accesspoint's hosted solution on a Monday and were able to go live with Tikit on the Friday of the same week. "We had a proper joined-up approach between our project team and the Accesspoint team, but the reason why it was as seamless as it was is because of the amount of planning we did together, they showed us true support."

Accesspoint don't just work well with law firms, Lloyd adds, they also work really well with other system providers. They were able to provide support recently during the launch of the FBCMB's new intranet.

"We have better visibility of the performance against our targets, and lockup as well. It has made it a lot easier for the team leaders to see everything because it's in one place"

- NL, managing director, FBC Manby Bowdler

"And we've adopted their help desk system. Queries are now logged directly with Accesspoint and it doesn't take long for them to come back to us. We've also got improved traceability on the tickets processed and for what reason they were posted."

All of these have been steps to building a stronger and more stable firm. When lockdown happened in March, it was apparent just how important it was being able to enable all 200 plus people to work from home. Lloyd says: "Because of Accesspoint's help we were able to do that without a hitch."

"I know some law firms weren't able to make the transition as smoothly as we have but we were fortunate enough not to have any real issue with the change."

Accesspoint also set up Microsoft Teams to enable the firm to communicate internally with staff as it adapted to remote working, but, crucially, it allowed fee earners to do court hearings virtually.

As businesses open up again and a new normal is created, FBCMB will be taking steps to roll out desk booking software, which will also ensure the appropriate social distance guidelines are being followed, Lloyd says.

Unfortunate as the situation is globally, FBCMB has been able to create a positive: "Some of these things we've been wanting to do for years now. I come from a background where you didn't have your own desk, you could book in advance and turn up and work for the day."



"Going forward, with Accesspoint's support, we'll move towards a more hybrid model of people working from home and at the office."

All of this wouldn't have been so seamless without the help and expertise of the Accesspoint team, he says.

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