

CASE STUDY



The Firm

Birchall Blackburn Law is an award-winning leading North-West based law firm with a regional network of offices based throughout Lancashire, Greater Manchester, Merseyside and Cheshire. Employing a dedicated team of more than 200 people including more than 60 solicitors, its highly experienced and expert legal teams offer a wide range of legal services to local, regional & national private and commercial clients.

Practice areas Estate Agency (conveyancing), Commercial Property, Wills, Trusts & Estates, Court, Medical Negligence

“FormEvo’s cloud-based legal forms make life simple. The forms solution is easy to use, and the admin time saved with fee earners has had a massive impact on the amount of fees they can produce. We didn’t go out looking for tools such as digital filing of eAP1’s and digital signatures so this is a real bonus for us”

Overview

Birchall Blackburn had been using the Oyez on-premise forms application for a long time but having also developed a cloud-first strategy, they were seeking a forms solution that was cloud based and could be integrated with their MatterSphere case management system. Their current provider had suggested that they migrate to their 'cloud forms' offering, but they felt the integration with MatterSphere was not there and it was time for a change. Birchall Blackburn were already familiar with FormEvo as it had been used with their Minerva Portal, and upon speaking with Fusion IT, who were developing the MatterSphere integration, they decided this was a good approach for them to take. They have now been using FormEvo for over 12 months within their Family and PI teams and they have just recently rolled out FormEvo to their conveyancing teams following extensive mapping of task flows and workflows. Birchall Blackburn currently have 100 users and expect this to rise to 160 once the roll out has been completed.

Challenges

Birchall Blackburn found the Oyez on-premise forms software to be clunky and troublesome. It was causing a lot of problems for their IT service desk in terms of software not working correctly with MatterSphere and they did not feel that they were getting value for money, or that it was keeping up with the demands of a post covid business environment. With the forms not being cloud based, they had issues with access, availability, and the management of systems. Birchall Blackburn users of late had also encountered regular system crashes which the IT department were spending a lot of time having to fix.



Solution Process

Birchall Blackburn needed to find a cloud-based legal forms provider that could integrate easily with their MatterSphere case management software and FormEvo were the obvious choice.

- 1 FormEvo cloud-based legal forms were good value for money, and they saw potential in having the ability to digitally sign forms and e-submit. With the practice being heavily conveyancing based, they were keen on eAP1's auto population from the digital submissions data of the SDLT form.
- 2 Risk has been reduced considerably because automated processes create a comprehensive audit trail of their forms in terms of who is doing what and when which coupled with the saving of form versions gives a comprehensive review capability
- 3 Birchall Blackburn originally went out for a forms provider that could integrate with Mattersphere so the extra value of having tools such as digital filing of eAP1's and digital signatures is a huge bonus.
- 4 Previously, the teams had to get forms signed physically so the ability to have forms digitally signed has resulted in them being more productive and allowed them to generate more fees.

Return on Investment

After just 12 months, Birchall Blackburn are seeing huge efficiencies. IT are not having to deal with crashed applications which is having a massive impact on time saved, and this is only going to improve further when they start rolling out some of these processes within the conveyancing department.

FormEvo has given them a reliable way to create forms and has future proofed their requirements. Being able to send forms off to clients without a huge paper trail has resulted in considerably less paper usage and reduced risk.

They have won numerous customer service awards and believe that FormEvo has contributed in their drive to use more Modern cloud-based systems and has even been mentioned in award entries

Training

FormEvo conducted live on-line training with the Family and Property teams. Since then, their internal training team have been training new staff.

Birchall Blackburn felt that the training given was comprehensive, easy to understand and well-polished.

Results

Integration between FormEvo and MatterSphere has had very positive results. It has helped them work more efficiently and risk has been reduced considerably with the forms being cloud based and having a better audit trail. Fee earners have reduced the amount of time they spend on form filling which has allowed them to bring in more fees.

Birchall Blackburn had adopted a cloud first strategy and FormEvo cloud-based legal forms fit in perfectly with that.

FormEvo's response time to questions and changes is second to none and nothing is too much trouble. They've been on hand, always responsive and a good experience all round.

"FormEvo's legal forms has helped streamline costs in terms of time taken to generate more forms in a shorter space of time and therefore time saved for fee earners has had a positive impact on the amount of fees that they can produce"

