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Managing Partner  
Hesketh Henry

# 3E WORKS FOR HESKETH HENRY

*"We saw the implementation of 3E as an opportunity to maximize technology and perform at a higher level."*

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*Inside, their 3E success story ...*

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## **3E IS THE INFRASTRUCTURE HESKETH HENRY WANTED**

Hesketh Henry, headquartered in Auckland, New Zealand, has been one of the country's leading law firms for more than a century. The firm has around 100 staff members, including 55 lawyers, and practices corporate and commercial law, commercial property, litigation, and dispute resolution. The firm chose the 3E® Financial and Practice Management System to replace its legacy software.

*“Leading-edge technology helps us deliver services in a manner that clients expect these days.”*

“We perceived 3E as being a state-of-the-art practice management solution,” said Erich Bachmann, Managing Partner. “As a firm, you've obviously got to have the talent, reputation, and presence in the marketplace, and part and parcel of that is the infrastructure you have in place to back it all up. Leading-edge technology helps us deliver services in a manner that clients expect these days.”

*“It was great to go live on day six with no hitches, basically. It went totally according to plan.”*

## **THE FIRM'S IMPLEMENTATION OF 3E WENT SMOOTHLY**

The implementation process took about nine months for the standard 3E package of time recording, billing, and reporting, and Hesketh Henry's implementation was successfully completed on schedule. The Thomson Reuters Elite Team worked closely with the firm's project team and maintained interaction and consultation with users in preparation for the go-live process. “The teams on both sides did a good job,” Bachmann said.

At the changeover, Hesketh Henry allowed five days for data conversion and trained users on 3E using real data. “On the sixth business day, we went live and were processing transactions in a normal manner, so it all went pretty smoothly,” he said. “I think it was great to go live on day six with no hitches, basically. It went totally according to plan.”

### 3E PROVIDES DETAILED INFORMATION ACROSS THE FIRM

Before 3E, the firm had just basic information on time spent on a matter. Now, lawyers can access comprehensive information at a much more sophisticated level, according to Bachmann.

"The reports are drillable," he said. "The dashboard information is a lot more detailed yet without inundating the lawyers with too much data." Lawyers also appreciate how the 3E information is much more current with its real-time updating. In the previous system, they had to wait for backups and updates.

*"With 3E, we have information that is more accessible and more easily understood."*

The benefits of 3E also extend to Hesketh Henry managers. "With 3E, we have information that is more accessible and more easily understood at the partner level and management level, so that has been quite good," according to Bachmann. "3E helps us meet our need to stay agile in today's market."

### 3E SUPPORTS HESKETH HENRY'S INTERNATIONAL FOCUS

Hesketh Henry does a lot of work in the Asia-Pacific region as well as the U.S., U.K., Germany, Switzerland, and Austria, so firm leaders needed a system that would facilitate an international practice. "One of the central components of our decision was that whatever we selected had to be consistent with international standards," said Bachmann. "To be frank, that limited our options to a very few products."

The firm knew that when it was dealing with the U.S. and multinationals, very specific information was required for time recording and billing and the ability to record activities in more detail. 3E delivered that capability far better than any other software.

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### 3E OFFERED THE FIRM A DEVELOPMENTAL FRAMEWORK

Besides improved workflow functionality and consistency with international standards, one final criteria was that Hesketh Henry gain a developmental framework that could grow with the firm. 3E represented a flexible platform for the future.



"3E enables us to customize requirements for our clients, processes, and financial reporting," said Bachmann. "It gives us the opportunity to develop something that ultimately will be used to the advantage of the office and its management."

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The positive standing of Thomson Reuters Elite and Thomson Reuters also factored into Hesketh Henry's choice. "3E is operated by a very reputable organization that is committed to its product," Bachmann said. "They provide good backup when you need it to answer questions and ensure things are working properly, and we had a very good experience with the going-live phase. It's all part of the cumulative advantage that 3E gives us."

To view the 3E Hesketh Henry Case Study, visit [elite.com/heskethhenry](http://elite.com/heskethhenry).

To learn more about 3E or for a global list of office locations, visit [elite.com](http://elite.com).