



Edward Gordon-Hall,
Director of Finance & Administration
Lewis Silkin LLP

ELITE 3E WORKS FOR LEWIS SILKIN

"We have invested in 3E because it will enable us to drive efficiency throughout the firm, improve client management, and ultimately increase profitability."

– Edward Gordon-Hall

Inside, their 3E success story...

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Martin Hakiel,
Project Manager
Lewis Silkin LLP

3E DELIVERED ON WHAT LEWIS SILKIN WANTED.

Lewis Silkin LLP, a 53-partner, 257-staff commercial law firm based in London, wanted to leverage its most important resource – its people – to empower them to better manage their clients and their own performance. That in turn required a forward-thinking technology strategy.

“We wanted a more proactive business intelligence suite of client information that could integrate with all of our technology platforms,” said Edward Gordon-Hall, Director of Finance & Administration. “We were looking for enhanced levels of control and review, better tools and accountability, and increased flexibility to build and refine our own processes. And the system had to be scalable for our future growth.”

An extensive evaluation led them to the ELITE 3E® financial and practice management system, with built-in application development capabilities delivered through a Web-based user experience.

“With 3E, we easily provide real-time business intelligence throughout the firm so our people can operate at the highest level to achieve positive outcomes for our clients.”

THE IMPLEMENTATION OF 3E WENT SMOOTHLY.

As with any system upgrade, data conversion is one of the most important steps. Martin Hakiel, project manager, worked closely with Elite® through a series of phases to accomplish this.

“The conversion process was fantastic and we’ve had no issues at all.”

Plus, it was an opportunity to analyze business processes and challenge current assumptions. Lewis Silkin reviewed client and matter inception, billing processes, accounts payable, and collections. They were able to identify new workflows for client and matter inception and lay the groundwork for several changes in the future, which take advantage of the flexibility that 3E offers in being able to adapt the system to meet a firm’s requirements.

Lewis Silkin’s implementation strategy included a clean switch over from its previous system in both office locations. “We went dark for one week and then went live on 3E the following week,” says Hakiel. On day one, staff had access to client and matter information on their desktops, they were capturing billable hours, and the finance department was fully functional and even drawing checks. By day two, they had no Help Desk calls. “The conversion process was fantastic and we’ve had no issues at all,” says Hakiel.

FINANCIAL MANAGEMENT HAS IMPROVED WITH 3E.

Before 3E, Lewis Silkin found it challenging to get the information they needed to manage the business and clients. Now, the management team proceeds with more accurate and readily available information.

“3E gives us the ability to delve into our business process and procedures with relative ease.”

“We can look at the whole firm or by department level. 3E gives us the ability to delve into our business process and procedures with relative ease, and our partners are able to manage their departments on-screen,” said Gordon-Hall.

The law firm especially appreciates a central point to access all information for a client. 3E creates a suite where all the questions can be answered – a general intelligence base that everyone in the firm can use.

The finance department can also positively affect client service with enhanced processing of transactions. Bills are far easier to customize based on client preferences, and templates allow for a higher quality output.

3E HAS EMPOWERED LEWIS SILKIN LAWYERS.

Lewis Silkin wanted to equip its lawyers to manage their responsibilities, helping them to deal with issues on a real-time basis. Where 3E has made the biggest difference thus far is enabling better management of working capital by lawyers. "By providing easily available and intuitive information to lawyers, who are on the ground working with clients, we have gained a number of efficiencies," explains Gordon-Hall. "Plus, with up-to-date performance indicators against fees and budgets on their desktops, they don't have to refer to Finance for the report.

The firm appreciates how its lawyers can access client and matter information, plus real-time financial data, from a dashboard at their desktops. They can view the financial status of their matters and their progress on personal key performance indicators against targets and budgets. And, staff can see where they stand on several metrics at any point in time. "We are definitely seeing an improved discipline of self-management at all levels," says Gordon-Hall.

Access to this type of information has enabled the firm to reduce write-offs with better knowledge at the point of billing. Lawyers can make informed decisions about what they will and won't bill.

"Our lawyers know where they stand; that's the key thing," he continued. "They can slice and dice and keep up to date without having to ask us. And, our clients know the information is readily available to us, so we can communicate more easily and openly."

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3E IS WELL ACCEPTED IN THE FIRM.

Lewis Silkin is pleased with how quickly its lawyers have adapted to 3E. "We're getting good feedback. What has really impressed us is the lawyers' ability to adapt and manage, and the ease with which they've used 3E," said Hakiel. "People have said it is a major advancement for them. 3E enables partners who are technically challenged to know and understand their clients and figures, and then tell us about it."

According to Gordon-Hall, some lawyers who didn't use the old system are now using 3E. "Typically they were the ones who had the most to fear from new technology. Because our lawyers have access to accurate, up-to-date information, that improves their discipline – it creates an efficient, productive environment that helps them accomplish more each day."



Edward Gordon-Hall,
Director of Finance & Administration
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"3E was a good decision for us."

"We see 3E providing us a competitive edge by giving us the flexibility and scalability to streamline our practice today and in the future with a more globally regulated marketplace," said Gordon-Hall.

"3E gives us a real-time business intelligence system and encourages greater communal thinking in terms of clients and management. We can proactively manage client information, working capital, and more. And we like how the browser views provide seamless integration of all our applications. 3E was a good decision for us," he concluded.

To learn more about ELITE 3E or for a global list of office locations, please call **323-642-5200** or visit **elite.com**.

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