

ELITE CASE STUDY OGIER

LEVERAGING ELITE CONSULTING SERVICES IMPROVES
THE USE OF ENTERPRISE AND WEBVIEW



THOMSON REUTERS™

ELITE®

OGIER

LEVERAGING ELITE CONSULTING SERVICES IMPROVES THE USE OF ENTERPRISE AND WEBVIEW

MAXIMIZING THE UPGRADE PROCESS

Ogier is one of the world's leading offshore providers of legal and fiduciary services with more than 800 professionals and support staff across nine jurisdictions. Combining expertise on corporate and finance law with the associated fiduciary and administrative services enables the team at Ogier to handle the largest, most demanding and complex offshore transactions across all time zones.

To help manage these complicated corporate structures and increase operational efficiency, Ogier management decided to implement Elite® Enterprise in 2004. The integrated practice and financial management system has been very effective for the firm, so when Elite released Enterprise Version 3.8, management wanted to take advantage of the new features. Moreover, they wanted to take advantage of the opportunity to reengage and reenergize the staff on what is possible with Enterprise. To make this effort complete, management decided to upgrade WebView, the Web-based platform, to the latest version simultaneously.

According to James Prouten, IT Development Manager, "We saw the upgrade as the perfect opportunity to conduct an enhanced training program to correct any bad habits, reinforce good habits and properly roll out the new features and functionality to the entire firm. We felt this really maximized the investment of our time and energy for the upgrade." He emphatically believes that any firm undertaking an Enterprise upgrade should combine it with the WebView upgrade to experience the full benefits of increased functionality.

Prouten and his development team also decided to take advantage of Elite Consulting Services to ensure success of the upgrade. They engaged with the same Elite project leader from the original implementation, helping to make it a very smooth transition. The Elite team was instrumental in planning and executing the phased roll out of Enterprise and WebView between two main offices, including heading off any potential issues.

"We had the option of working with third-party consulting firms for the update, but we feel that would add an extra layer of complication into the project. We wouldn't want to work with anyone but Elite in this circumstance."

James Prouten
IT Development Manager

"The upgrade went very smoothly—we had no major technical issues at all. Of course, there were a number of tweaks during the testing, but no show stoppers that prevented the live date. We had excellent technical support throughout the process," adds Prouten.

Ogier operates several applications from Elite partners, such as Metastorm's business process management software, which required thorough interface testing. The joint development team also conducted extensive user acceptance testing before going live to ensure a smooth upgrade and more effective user adoption.

"We had the option of working with third-party consulting firms for the update, but we felt that would add an extra layer of complication into the project. Our Elite project leader knows the system better than anyone and has the internal relationships and first-hand upgrade experience to ensure the project is delivered on time. We wouldn't want to work with anyone but Elite in this circumstance," shares Prouten.

OGIER

Ogier is one of the world's leading providers of offshore legal and fiduciary services. The firm provides advice on all aspects of BVI, Cayman, Guernsey and Jersey law and associated fiduciary services through a global network of offices that cover all time zones and key financial markets.

The firm has won 15 industry awards in the last three years.

GOAL

To take advantage of new Enterprise and WebView functionality, while reengaging with staff to improve their use of the system.

WHY USE ELITE SERVICES?

Elite Services deliver unmatched product and technical expertise to optimize a firm's investment and utilization of Elite systems.

BENEFITS

- Reengaged and empowered staff to better manage client relationships
- Better analysis tools to make more informed and confident decisions
- Improved debt collection via matter-centric navigation

ENHANCED FX REVALUATION FOR IMPROVED ANALYSIS

Ogier is a multi-unit organization that deals with multiple currencies within Enterprise. Foreign exchange (FX) revaluation routines were not easily conducted in the previous version, making it difficult to capture an accurate reflection of assets and liabilities on the balance sheet. Version 3.8 features the FX Revaluation Manager that enables the finance team to control the posting of realized and unrealized gains in each business unit and across jurisdictions.

Enterprise now automatically revalues transactions to the daily currency rate on the date of the revaluation. Drill-down detail functionality enables the finance team to view detailed information about specific FX journal postings and see the results of the generation of unrealized gains and losses. Now partners have access to a more precise view on the status of the business at any point in time.

“Without a shadow of a doubt, we are doing a better job at converting our client investment into collections.”

James Prouten

MATTER-CENTRIC VIEW EMPOWERS STAFF

Along with the upgraded WebView version, Prouten and his team embarked on a major redesign of the user interface. WebView is very configurable so firms can customize different screens to match their business processes. One area the IT team focused on was streamlining the billing process within WebView. They redesigned the flow of the time capture screen so it is easier to use, and they’ve taken advantage of WebView’s ability to narrow down available activity codes based on department. These small enhancements add up to a more efficient time-capture process, which directly affects the bottom line.

WebView’s new matter-centric navigation allows fee owners to access critical business data from Enterprise from any location with an Internet connection. Through Smart Tag icons, fee earners can look up balances, WIP and payment dates on the matter statistics page without leaving their current window. These statistics screens enable users to

better manage the net investment in a client. Although the majority of these statistics were always available in WebView, the training program, plus the enhanced matter-centric navigation, highlighted the value of this data for fee earners.

“Fee earners are now expected to take a more proactive role in managing the financial relationships with clients. These easily accessible statistics screens empower them to better manage WIP and aged debt. Without a shadow of a doubt, we are doing a better job at converting our client investment into collections,” adds Prouten.

RAISING THE PROFILE OF ENTERPRISE FOR IMPROVED PERFORMANCE

While the Enterprise and WebView upgrades and training were largely focused on engaging the staff, partners have also benefitted from better analysis tools. Partners have always been heavy users of the statistical reporting capabilities in WebView, but the new screen pages and improvements in functionality have really improved their ability to report on the firm’s financial health. “Our partners are more confident in the data at any point in time and therefore are more confident in making strategic decisions about the firm.”

When making the business case for the Enterprise and WebView upgrade, intangible benefits were just as important as the net present value (NPV) analysis that evaluates the project’s long-term financial costs and benefits. Prouten and the training team are very proud on how well received the new features and redesign have been across the firm.

“The Enterprise and WebView upgrade package has certainly improved the way the firm uses the system, which can be difficult to measure. However, we feel this maximizes our investment in the system and our staff,” says Prouten.

“Our partners are more confident in the data at any point in time and therefore are more confident in making strategic decisions about the firm.”

James Prouten

For more information about the latest versions of Elite Enterprise and WebView, please call (323) 642-5200 or visit elite.com.

