

FINANCIAL FREEDOM



Vin Chauhan, IT director at Brady Solicitors, on how Katchr revolutionised reporting for the firm – providing deeper and more frequent financial information with ease

Good data and financial information have always been an integral part of running a business, but in recent years the necessity to pull out business intelligence and management information quickly and drill down into data to gain insights has been on the rise, especially in the legal sector.

Established in 2008, Brady Solicitors continues to focus on being the leading law firm in the property management sector in the UK. It wants to grow consistently and have good financial performance.

One of the things about starting a new law firm, IT director Vin Chauhan says, is that you have a blank slate for brand and expectation.

Brady Solicitors is dedicated to being a client service-oriented firm and transparent in the way it works – which means being transparent to clients but also staff in terms of figures, what they're used for and how staff can help the business move forward.

"The biggest challenge has always been financial targets, performance management and managing growth. It's important we get that right and Katchr has helped us to manage that."

OUTGROWING EXPECTATIONS

For a while Chauhan was responsible for pulling data from the firm's systems to produce reports for fee earners and management.



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"The firm became reliant on IT and me providing all the reporting data and KPIs. In my view, it was becoming a risk to the business because we were spending far too much time on report production rather than on workflows and streamlining business processes, which in turn has an effect on efficiency and profitability."

But that wasn't all, he says. The firm also wanted more in-depth financial information, and the reporting tools that it used within its PMS just didn't give the firm the information it needed.

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Katchr provides the firm with the ability to see all the financial data on variances against targets at firm level, team level and individual fee earner level in real time.

Chauhan says: "What Katchr does is present these multiple levels of financial data in a simple and understandable format without always having to run reports. It's easy for staff to access, more transparent and they can drill down into things. It also means that our teams can self-manage."

"This has taken a huge burden away from me as IT director, and my team and I can focus on other important tasks such as creating efficiencies and other big IT projects."

He adds that variances against targets are particularly useful, and something the firm didn't always have in its KPIs before. "What it enables us to do is raise awareness of targets for the firm and be more open and transparent, and therefore change people's behaviour and culture to help our firm evolve and grow."

REFRESHING SERVICE

Chauhan says working with Katchr has also been a breath of fresh air in terms of client engagement and experience. "Katchr had a can-do attitude – there's no job that is too big or small."

This was especially true as Brady Solicitors was

LPM FIRM FACTS

Brady Solicitors

Revenue: undisclosed

Corporate status: Ltd

16 fee earners, 30 total staff

Offices: London, Nottingham



the first to experience Katchr's implementation with Eclipse Proclaim. "We were a bit nervous about the project because of that, but Katchr's data integration specialists were excellent and the project was a success.

"The Katchr team are fantastic to work with; they consistently deliver on what they say they're going to do. And in the legal industry, where customer service can be up and down, it's one of the best I've experienced," he says.

Before embarking on the project, Chauhan says the firm discussed what it wanted to focus on as a business and where it's headed.

"Katchr really got to know us and how we work and was able to focus on our business goals with us. They're open to what we want to do and happy to take them on board."

The system provides the flexibility for either Katchr or the firm to build dashboards and show information that's pertinent the business. Katchr is also available to train staff and provide additional support when needed, he adds.

"I've attended Katchr's user conferences, which I found absolutely amazing and very helpful. It's great to interact with other users. It gives me and my managing director an idea of what Katchr's roadmap is and what they're trying to do."

And as Brady Solicitors is looking at client profitability in a bit more detail, Chauhan explains, Katchr has helped the firm to pull the data it needs from its PMS – monthly accounting reporting procedures are now done with a click of a button.

"The platform has been able to take our reporting further – for example, manage our business not just on a monthly and yearly target basis, but quarterly as well. And it's a feature that wasn't in the system before – when we talked to them about it, they turned it around very quickly."

Little things like this make a load of difference to the firm, says Chauhan. Knowledge certainly is power, and for a growing dynamic law firm with a hungry desire for success, good reporting insights will be key. **LPM**

ABOUT US

Katchr is the leading specialist provider of management information software to mid-sized UK law firms

www.katchr.com

