

Case Study

Accesspoint

where people make the difference



Company: TV Edwards
Article: Improving Business Efficiency
Website: www.tvedwards.com

The Law Firm

TV Edwards was established in the East End of London in 1929. Now with six offices across London, the firm has a national reputation for delivering first-class legal services, and are recognised for their innovation shown in IT development, leading the field and supporting their teams of lawyers in achieving excellence.

They have experts in many different fields of law and understand what each client wants, helping them get there as quickly and as inexpensively as possible.

They have lawyers fluent in Spanish, French, Italian, Greek, Czech, Slovak, Albanian, Bengali, Finnish, Gujarati, Hindi, Lingala (Congo), Punjabi, Telegu (south India) and Urdu.



The Challenge

Triple merger, Ageing hardware, PMS further development, no centralised printing and no scanning. Overall site solution required.

Over the past 18 months TV Edwards have been seeing their fair share of change. In a short period of time they have replaced ageing in-house systems with Accesspoints fully managed hosted solution for all staff across the 6 sites. They have also introduced a new Practice Management system and seen significant changes in their management structure.

“In a short period of time they have replaced ageing in-house systems with Accesspoints fully managed hosted solution for all staff across the 6 sites”

- Jane Pritchard, Systems and Business Development Manager

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Reasons for the change

TV Edwards wanted to improve business efficiency, increase output and understand and measure performance in finite details via well-structured reporting mechanisms.

Although many people were still just talking about the cloud and hosted solutions, TV Edwards took the plunge and implemented a fully hosted system. This allowed TV Edwards fuller use of available technology in a bid to drive down costs and increase productivity.

Having worked heavily with Tikit on the reporting, Accesspoint were able to produce a swift adoption of an automated template driven document production across the firm.

Also implemented and part of the initial rollout, was a full inbound correspondence scanning regime. This move was seen as the cornerstone to a fully digitised/electronic case file policy. With an ever expanding network of branches across a wide geographical span and the growing number of files between multiple departments, it made very sound business sense to embrace this new policy.



Accesspoint have spent a significant number of days on site, working alongside the firms management team building and delivering a new generation of management reports. The development and usage of more complex but meaningful management reports has broadened our understanding of performance and profitability across the entire TV Edwards organisation.

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Summary

The Accesspoint Technologies and TV Edwards partnership now has the strategic and technological tool kit required to deliver and provide backup for the delivery of their high quality Legal Advice service.

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