



## Informance – *the* QlikView partner for law firms

Informance is a conscientious business and technology focused IT company that has excellent business intelligence skills and a real understanding of the legal market.





In the current economic climate, we understand that in order for law firms to meet the unique challenges of their industry and maintain their competitive edge they must have a clear and accurate view of every aspect of their business. Not only do they need to meet present key performance indicators, but also they need to be able to predict future results.

At Informance, we have a real understanding of the legal industry and specialise in providing law firms with a comprehensive suite of business intelligence dashboards based on the award-winning QlikView application. QlikView has been proven to help law firms of any size to increase their bottom line and improve operational efficiency by cutting costs, improving fee-earner utilisation and accelerating business processes for a competitive advantage.

We know the importance placed on law firms to know exactly how well their business is doing and which offices, departments, partners, fee-earners and clients are performing the best. We're in the business of data intelligence, so fully understand the value of being able to answer any question at any time about your firm, matter types or clients so that you can make faster and smarter decisions. But we also understand that exporting and analysing information stored in databases such as your practice management system can be a time-consuming and often daunting task. That's why we offer QlikView; the world's only 'in-memory' business intelligence tool that can give your firm complete transparency across

all functions, offices and departments and enable you to evaluate the true picture of your business, but without the need for costly, traditional business intelligence methods.

Imagine if your firm could extract data from multiple data sources, all at the same time and instantly answer any questions about any area of the business.

In just a few clicks, QlikView lets you consolidate, search, visualise and analyse all of your firm's data sources for unprecedented business insight.



QlikView customers were surveyed by market intelligence firm, IDC and the results revealed that QlikView delivered tangible results within weeks of implementation, with respondents reporting on average:

- 24% increase in business agility
- 22% increase in employee productivity
- 15% increase in customer satisfaction
- 8% reduction in operating costs
- 4% increase in revenue

## QlikView for law firms

In today's crucial business environment with its constantly changing conditions there is little room for error in timely decision making. Just like other industries, the legal market is faced with enormous challenges resulting in restructuring and changing business needs. Creating visibility into every part of your firm will enable you to truly assess your needs and stay one step ahead of the competition. At every turn, you are presented with not only challenges but also opportunities that could potentially be missed without sight of the information locked in corporate systems. It is only with the necessary business transparency, level of trust in your data and speed of decision making that identification and seizing of these opportunities can occur. This is where QlikView thrives, as it speeds up the reporting process and gives your firm the level of transparency it needs across the business.

With QlikView, your firm can improve profitability and gain competitive advantage by turning raw data into actionable information for better, more informed decision making on planning, budgeting and forecasting – all displayed in intuitive QlikView dashboards with real-time, interactive information for:

- Accounts Receivable
- Capacity across the firm
- Chargeable Targets
- Client Profitability
- Return on Associate Analysis
- Top Performers
- Utilisation of Resources
- WIP Analysis

QlikView is so easy to use; it is equally valuable as a means of presenting information externally. Your clients can login to personalised dashboards for a live view of their case status and billing information with instant access to:

- Matter/Case Details
- Partner/Associate Detail
- Fee/Retainer Analysis

### **But what does QlikView deliver and what are the benefits for your firm?**

#### *Delivery*

- Personalised legal fee earner dashboard displays
- Speed and accuracy for monthly reporting
- Ease of use for fee earners
- Client access to personalised dashboards for matter and billing information
- Memory environment
- Multi-dimensional analytic analysis with readily available charting tools
- Up-to-date information via the Internet or mobile devices such as iPhone, iPad and Blackberry

#### *Benefits*

- Utilisation analysis against budgets and targets
- Billing information including trend analysis
- Profitability analysis right down to matter and client level
- Work in progress analysis right down to matter level
- Accounts receivable analysis for office, client, matter type, matter and time keeper
- Low cost and easy to use solution
- No need for data warehouses or data cubes



## QlikView's Legal Fee-Earner Dashboards

QlikView's fee-earner dashboards are totally customisable and deliver detailed, up-to-the-minute information straight to the user's desktop to provide management and fee earners with the capabilities to analyse and report on the data held in their practice management, or case management system. These dashboards supply a live insight into a firm's key performance indicators including utilisation, billing, work in progress and accounts receivable – right down to client and matter management with performance levels by office, department or individual. QlikView offers total transparency between departments and functions which is proven to enrich the quality of information for decision making by enabling employees at all levels to make informed decisions with analysis on demand.

Using Qlikview's dashboards, users can assess the profitability of clients, partners and fee-earners and measure performance. And as security is fundamental, users can only see the information on clients and matters they are working on.

They enable the users to identify cost saving opportunities and improve capacity planning, as well as the process of reviewing financial information for clients and matters.



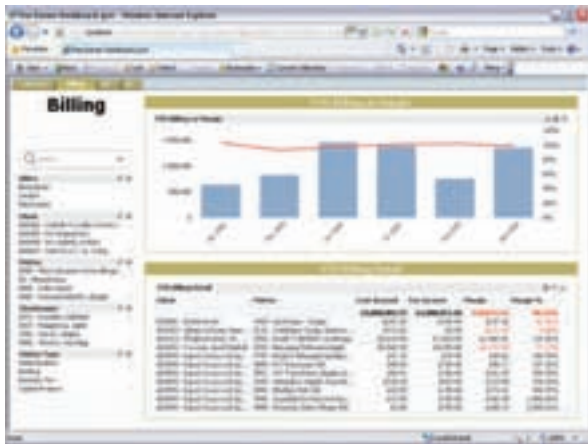
This dashboard shows year to date (YTD) utilisation by person, department and firm. The extra tabs such as AR Aging and Finance are only visible to this user because they are a department head or partner.

This Utilisation dashboard shows gauges, comparison charts, summary and detailed views of utilisation for three period ranges. The comparison charts show utilisation for the user logged-in, compared to their departmental total and rank total.



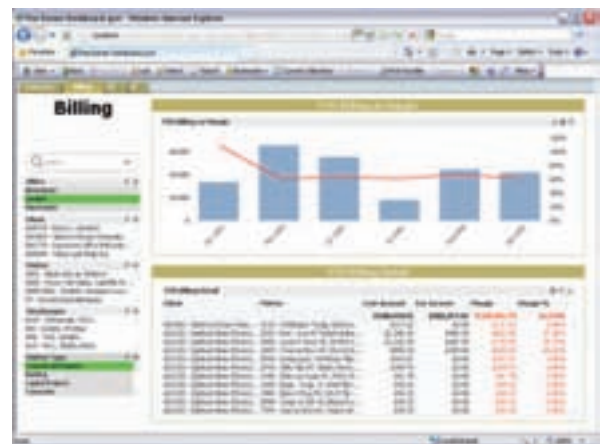
This Utilisation dashboard shows how a detailed view can be opened to see low-level chargeable and non-chargeable hours by client and or matter.





This Billing dashboard shows a bar chart and a detailed view of the year to date (YTD) billings.

This Billing dashboard of year to date (YTD) information for a commercial property matter type at the London office highlights how simple selections affect the results instantly.



This Work in Progress (WIP) dashboard for a commercial property matter at the London office shows a bar chart by the year and detail of work in progress. It highlights how the selections from the billing tab are kept to increase the speed of analysis. For example, a user does not have to repeat selections on other tabs as they are not separate reports.



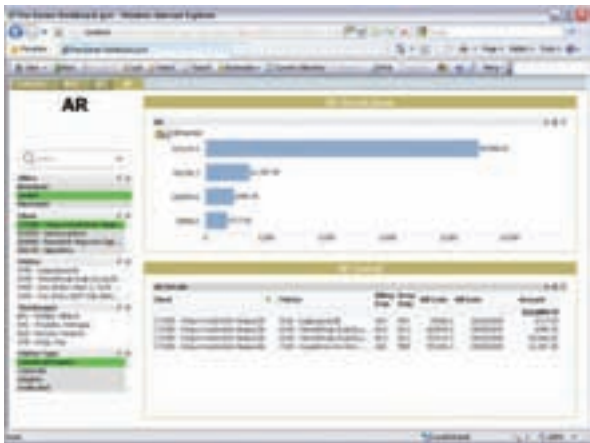
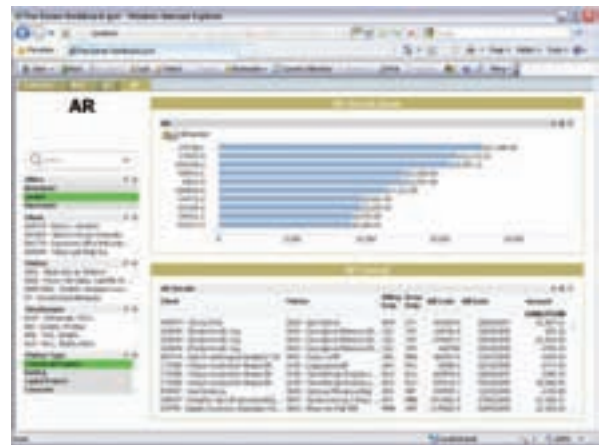
Brian Booden for Tods Murray LLP says: "We were instantly impressed by QlikView and this made our decision making process easy and quick to make. We could see that the software would make our lives easier as we felt it offered something none of the other business intelligence solutions on the market were able to provide."





This Work in Progress (WIP) dashboard for a commercial property matter with the client breakdown shows how a bar chart can be quickly changed to show WIP by client.

This Accounts Receivable (AR) dashboard for a commercial property matter – bill breakdown shows accounts receivable data in a bar chart and detail format. On this sheet the bar chart has been changed by the user to show breakdown by bill (invoice) number.



This Accounts Receivable (AR) dashboard for a commercial property matter for client C73385 – bill breakdown shows how a user might search for and select a particular client.

Christel Aguila, Head of IT for Winckworth Sherwood LLP says: “Our main driver was to provide a business intelligence tool that would enable us to deliver key management and performance data to our lawyers in an efficient and effective way. The QlikView dashboards have the potential to provide us with the ability to do this and for our lawyers to interrogate the data, which will enable them to focus quickly on specific issues or areas as they arise.”



Sally Jones, Practice Director for A.A. Thornton & Co says:  
“What sold us on QlikView was its ability to consolidate data from disparate sources and present this in a user-friendly and meaningful way to support our business planning and performance management activities.”

## But what makes QlikView so different from other business intelligence solutions?

- Unique technology - Associative Query Logic (AQL) is the pioneering, patent-protected technology at the heart of QlikView which makes it fundamentally different from all other BI tools.
- QlikView enables millions – even billions – of rows of data to be pulled from multiple sources and analysed in real time. Whereas traditional BI tools can only answer preordained questions, QlikView users can interactively explore their data, changing the parameters of their search and testing hypothetical situations as they go.
- Simple, ad-hoc analysis like this helps law firms stay dynamic and responsive – particularly when economic conditions mean costs need to be tightly controlled. And with QlikView’s unique dashboard interface, even non-technical users can drill down from an organisation-wide to single-project view in a matter of clicks. QlikView makes finding, understanding and presenting information simple.

## Implementing QlikView

### Training

We provide a range of flexible training courses that are tailored to deliver the maximum value in the shortest time possible. All our training courses have been developed to suit the unique needs of the legal industry and are conducted by a certified QlikView trainer. We also run customised workshops covering any aspect of QlikView that can last from one to three days, depending on your firm’s objectives.

### Consulting

QlikView is fundamentally easier and faster to deploy than traditional OLAP solutions and most law firms find they can be up and running in just a few weeks. We will install and configure your QlikView solution with the level of assistance you require; from a complete project delivery to remote support for an in-house implementation.

### Support

We not only supply the QlikView application, but pride ourselves on delivering exceptional customer service and real, measurable benefits. We provide telephone, email and online support at every stage of engagement. Another resource our customers find useful is the online QlikView community - a virtual meeting place where QlikView users from all over the world can share ideas, get expert advice, explore sample applications and watch bite-sized video tutorials on a range of topics.





## QlikView from Informance

- Fast to implement
- Easy to use
- Powerful
- Flexible
- Integrated
- Low cost
- Risk free

### About Informance

Informance is a certified QlikTech UK partner and reseller of QlikView. The company specialises in providing law firms with a complete QlikView business analysis suite including application software, implementation, consultancy and training.

QlikView legal customers include:  
A.A. Thornton & Co., Barlow Lyde & Gilbert, Olswang, Potter Clarkson, Shepherd & Wedderburn, Silverbeck Rymer, Tods Murray and Winckworth Sherwood.

### About QlikView

The QlikView reporting tool is currently changing the world for more than 13,000 customers and 570,000 users in 95 countries. QlikView customers are driving incredible success and are achieving the impossible. With an average 186% return on investment and 96% customer satisfaction, it's little wonder that more and more organisations every day are turning to QlikView to make smarter, faster decisions.



### Informance

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