

**Company:**

Taylor Walton LLP

**Industry:**

Legal

**Function:**

QlikView's fee-earner dashboards that display analysis on key performance indicators such as work in progress, fee-earner utilisation and debtor days' management.

**Geography:**

Taylor Walton is an award-winning (UK Corporate Law Firm of the Year 2009) firm of solicitors based in Harpenden, Luton and St Albans. It provides cost-effective legal services to both businesses and individuals across its key practice areas. Being just outside of London, one of the firm's huge benefits is being able to offer its clients access to partners with London city experience but without the city firm prices.

**Challenges:**

Taylor Walton wanted to improve its reporting processes and in particular, enable its managers and fee-earners to identify and disseminate up-to-the-minute information on all aspects of their financial performance.

**Solution:**

QlikView – a comprehensive management information tool that sits on top of Taylor Walton's SOS accounts software to extract and analyse information.

Since installing QlikView, Taylor Walton has vastly improved its reporting processes.

## QlikView helps award-winning law firm breathe new life into its reporting

**Award-winning law firm**  
Taylor Walton has selected QlikView from legal IT specialist Informance as its new business intelligence solution.

QlikView will help Taylor Walton improve its reporting processes by enabling the firm's managers and fee-earners to identify and disseminate up-to-the-minute information on all aspects of their financial performance. Taylor Walton's highly regarded legal advisors are committed to delivering prompt and practical advice to their clients so timely and accurate business information is essential.

The firm had been using a range of monthly paper-based, Microsoft Excel and standard

reporting solutions via its SOS accounts system and whilst these methods were accurate and reliable they had become stale and there was criticism from the firm's fee-earners that information was not being disseminated quickly enough to meet demands. In view of this, the firm decided that its whole reporting process needed new life breathing into it and to do this, it required an innovative new business intelligence solution that would give the firm instant answers and analysis.

Taylor Walton saw a demonstration of QlikView's fee-earner dashboard software at a legal finance event and after evaluating it alongside one of its main competitors, decided immediately that QlikView was the right business intelligence solution for the firm. It then chose Informance to supply the QlikView software, along with implementation and training services.

"I would strongly recommend QlikView as it represents excellent value for money". Lindsay Birch, Chief Operations Officer for Taylor Walton



The first department to implement QlikView was Taylor Walton's largest – Commercial Property – and since its installation, QlikView has given the head of department valuable monitoring information that is more up-to-date than ever before. The department's emphasis has been that fee-earners concentrate on core features such as their billing and chargeable hours' records so that at a glance they can see how well they are progressing against their key performance indicators. In parallel with this, QlikView has also been delivered to the firm's management board who have QlikView available on screen for meetings. The next step will be to give the entire firm's fee-earners access to QlikView.

Through QlikView's in-memory reporting technology Taylor Walton has been able to improve its reporting process as the firm's fee-earners are now able to immediately extract and analyse information and be kept up-to-date, as at the previous evening, on all aspects of their financial performance including utilisation,

work-in-progress and debtor days' management with all the data being presented in intuitive fee-earner dashboard displays.

Lindsay Birch, Chief Operations Officer for Taylor Walton says: "I first saw QlikView in June and by October the software was up and running and sitting on top of our SOS accounts software. We are very satisfied with the QlikView software and I found Informance to be incredibly easy to deal with as they have always done what they said they would do on the agreed date, and at the agreed cost, and I look forward to the long-term benefits of having a comprehensive management information tool at our fingertips".

Jim concludes: "I would strongly recommend QlikView and Informance to other law firms as in a market place where software suppliers have taken advantage of the erstwhile profitability of sizable law firms, QlikView represents excellent value for money".

"We are very satisfied with QlikView and I found Informance to be incredibly easy to deal with". Lindsay Birch, Chief Operations Officer for Taylor Walton



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#### About Informance

Informance is a QlikView Elite Solution Provider with over 26 years' IT experience. We provide the QlikView Business Discovery platform to law firms and patent attorneys for strategic decision making and information on: utilisation of resources, outstanding debt analysis, WIP, top performers, what if analysis and matter, quote and client profitability. In addition to QlikView we provide a complete business analysis suite of applications including dashboard development, implementation, consultancy, training and support.

#### About QlikTech

QlikTech was founded in Lund, Sweden in 1993 and today has more than 650 employees worldwide. Its flagship QlikView business intelligence solution is currently changing the world for more than 15,000 customers and more than 570,000 users in more than 100 countries. With its powerful, easy-to-use in-memory associative search technology and uncommonly fast deployment, it is no wonder that more and more companies are turning to QlikView to help them make smarter and faster business decisions.



#### Informance

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