

**Company:**

Roythornes Solicitors Limited

Industry:

Legal

Function:

QlikView has helped Roythornes improve the quality of its management information and has made the firm more proactive in the monitoring of its performance.

Geography:

Roythornes is a top 200 law firm with a strong focus on agriculture and rural estates, the food sector and commercial property. It has over 150 staff and acts for clients across the country from its four offices in Spalding, Peterborough, Nottingham and Newmarket.

Challenges:

Following the success of Roythornes initial financial dashboards it wanted to extend QlikView to fulfil a wider-variety of requirements including complex client reporting and automated delivery of financial and statistical analysis.

Solution:

The QlikView Business Discovery platform – a rich set of dashboards that use business discovery technology to analyse business information and communicate key performance indicators across the firm on the management of financials, business development, risk and compliance and customer retention.

Roythornes solicitors expands its use of Qlik to further enhance business discovery across the firm

Top 200 law firm Roythornes is increasing its use of QlikView to fulfil a wider-variety of requirements including complex client reporting and automated delivery of financial and statistical analysis using QlikView dashboards for finance, business development and risk management. Roythornes has been a customer of Qlik® Certified Partner Solution Provider Informance since 2012 and during this time the firm has used QlikView to improve its business agility by giving decision makers fast access to vital information in a format that they are comfortable with.

Jonathan Swan, operations and IT director for Roythornes says: "QlikView has dramatically improved the quality of our management information and has made us much more

proactive in the monitoring of our performance, so it was a natural progression for us to expand QlikView into other areas of our business. He continues: "As Informance has substantial QlikView product knowledge and an expert grasp of the legal industry we were more than happy to work with them again on these new projects."

Since 2013 Roythornes has been using QlikView for analysis of financial key performance indicators across its property, litigation, commercial, private client and personal injury business functions and QlikView has helped the firm improve the accuracy and delivery of its financial information. The financial dashboards monitor performance in areas such as financial management trends,

"With QlikView we have all the information we need on-tap."

Jonathan Swan, operations and IT director, Roythornes.



work-type analysis, revenue, work-in-progress, outstanding debt, productivity, utilisation, realisation and cash collection. Jonathan says: "QlikView has enabled us to proactively communicate with real impact accurate financial metrics and trends to the appropriate points of action in a timely manner and most appropriate format. Following the success of our initial financial dashboards we have since extended the use of QlikView to fulfil a wider-variety of requirements including complex client reporting and automated delivery of financial and statistical analysis."

Roythornes also wanted to expand QlikView's reach using automated report distribution so installed the Informance report distributor to deliver quick financial information, such as performance trends, to users with in-built exception reporting so that they are only presented with the information they need to know. Jonathan says: "The Informance report distributor has enabled us to push the right business information to the right people which has helped us introduce rules based 'push' features within QlikView which stimulates demand 'pull' from users of the system."

Roythornes is also extending QlikView to enhance data discovery around business development and client care which includes analysing data from areas such as sources of business, cross referrals and net-promoter scores. Business information delivered by QlikView provides the metrics used to inform the overarching performance review process to visualise and recognise the value of non-financial metrics. Jonathan says: "Before QlikView, analysis of sources of business, the value of cross-referrals and client feedback were ad-hoc processes. Now the information is instantly available and we are able to drill-down from the headlines into the most granular level of detail and even into the source application from QlikView with speed and ease."

"Our QlikView application from Informance has surpassed our expectations and it has helped transform the way we produce and consume management information."

Jonathan Swan, operations and IT director, Roythornes.

As a Lexcel accredited firm, Roythornes is developing a QlikView risk management dashboard to visualise and alert users about potential risk scenarios with information on client risk profiles, matters, work types and fee-earners. Jonathan says: "Based on configurable and weighted risk factors we can now automate the reporting of risk profiles and use the information to improve our overall risk management. He continues: "QlikView is also being developed to make the selection of files for review more targeted in order to help further improve risk management throughout the firm."

Roythornes is also planning to further extend the use of QlikView to customer relationship management and business development to visualise client growth, client retention, profitability and cross-selling opportunities. Jonathan says: "Our QlikView application from Informance has surpassed my expectations and it has helped transform the way we produce and consume management information. With this great product and an established skill set we have an exciting roadmap ahead and we look forward to leveraging even more value from QlikView in the future."

About Informance

Informance is a Qlik Elite Solution Provider who focuses on providing the Qlik platform to law firms who want to improve operational efficiency and profitability through better data-driven decisions. We have a high-level of legal sector expertise and a proven track-record, having delivered over 100 successful Qlik implementations.



Informance

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