

## Blaser Mills Solicitors selects Civica



**Blaser Mills is a full service law firm with seven offices ranged across the Chilterns, North West London and the borders of Surrey.**

**Having outgrown its existing AIM Evolution PMS and keen to find a more client-centric IT partner with whom they could collaborate more effectively over the long-term, Blaser Mills chose Civica to roll-out its Prescient<sup>+</sup> solution to around 120 users.**

The project lead and managing partner for the firm, Jonathan Lilley, was impressed with both the calibre of system and the people behind it. Jonathan states, "We were looking for that right mix of a system that delivered a wider, more user-friendly and up to date range of functions, backed up by flexible, responsive and personal support. Although the system sold itself during the various 'sales' demonstrations as fulfilling the required functions, it was really the Civica team that made the difference".

"Civica do fully understand the legal services market because of their presence in it for so long. In particular, they clearly understand very well the many demands facing a practice such as ours, and although we are still very much in the early stages of this implementation we feel valued as a client and properly supported in the project."

*"Civica's team demonstrate a clear commitment to building a long term relationship with Blaser Mills, which will play a pivotal role for us as we continue to grow and prosper in the face of the many challenges facing a practice such as ours today and in which IT plays such a critical part".*

Managing director of Civica Legal, Lorraine Smith, believes that Civica offers a welcome degree of continuity and certainty in a market that has experienced disruptive consolidation over the past five years. "One of the recurring themes from all our new signings is that they trust us to continue to do the things that we have done over the past three decades – listen, respond, support, develop, innovate and share.

*As a legal solutions provider, we have maintained complete control over our technical output and our operational style, and firms are increasingly keen to tap into this assured approach and clear direction."*

**"Civica's team demonstrate a clear commitment to building a long term relationship with Blaser Mills"**

**Jonathan Lilley**  
Managing Partner  
Blaser Mills Solicitors

*"Court bundle collation takes our central support team a fraction of the time it used to", explains Andrea. "With matter management, we can produce letters and find information quickly because files are stored within the electronic case record. We've also established naming conventions which, coupled with our template library, makes the search for information even easier and introduces uniformity to document formatting and titling. We're operating as a unified group".*

### **Working more flexibly in a paperless system**

*"Before, with paper files, our fee earners had to cart huge folders to work at home so that they'd have the case history with them", says Andrea. "Now they have access to this data over the internet. We've kitted them out with laptops and the office has been turned into a paper-light hot desking site instead, saving us storage and desk space".*

Complementary account management and technical support is provided by Civica to its Prescient+ clients.

*"It's important to look at what's offered in terms of helpdesk support", adds Andrea. "We email Civica with lower priority queries and phone if it's urgent. They understand the urgency and respond appropriately within the same working day".*

Andrea urges local authorities facing similar challenges to "take a look at the Civica system as part of a bigger cultural shift".

*"Our identified cost savings have been realised and Prescient+ was a significant contributory factor", concludes Andrea. "That's because the new modules were installed alongside other changes. We worked at our own pace and invested a vast amount of resources to capitalise on the bespoke aspects of the software. Other local authorities should do the same by putting project emphasis into Prescient+ in the early stages to reap the rewards later on".*