

Civica resolves Trowers & Hamlins' three-into-one database challenge

With offices in London, Birmingham, Manchester, Exeter, the Middle East and a representative office in Asia, Trowers & Hamlins maintains an ethos of bringing local knowledge to domestic and international issues.

Their focus on the unique needs of each individual client, combined with regional differences in working practices, had resulted in 200 million rows of case and accounts data stored across disparate databases and multiple versions of branch-specific case workflow.

Whilst everything worked like clockwork on a case-by-case basis, consolidating information at specific periods of the fiscal calendar for routine accounting processes, or data gathering for management reporting purposes, presented serious challenges.

As their long-term practice management supplier, David Dixon, Finance Director at Trowers & Hamlins, turned to Civica for help. *"Our vast amount of important client data was a real technical problem",* explains David. *"We were effectively a multi-site firm operating with independent data. We needed a unified database for central accounting and business intelligence gathered from interrogating data across the firm. For this reason, we enlisted the assistance of Civica."*

Legal software specialists, Civica, embarked on the LME (London, Manchester and Exeter) project with trademark enthusiasm and thoroughness.

Lorraine Smith, Managing Director at Civica Legal, explains how *"the LME project was a major data synchronisation exercise. The challenge was to make sure that case management data and structure was synchronised whilst maintaining the individual working practices."*

"Not only did we consolidate 70GB of data", adds Lorraine. *"We ensured accounts balances continued to reconcile, streamlined system administration, upgraded SQL servers, migrated users to our latest software, trained on new or enhanced software features, built back out and disaster recovery plans. To avoid disruption at Trowers & Hamlins, we performed the bulk of work at the weekends. It was a huge task!"*

"Steven Knight, Project Manager of the LME transformation, explains: "Civica were able to bring their skills and experience to bear on this significant, complex finance and IT project. Their determination to thoroughly work through our requirements and resolve issues gave the whole team confidence when we approached a go-live."

Successful completion of the LME database merge and infrastructure transformation has enabled true UK-wide software capabilities for up-to-date, accurate data mining.

David Dixon concludes: "Both myself and Richard Elson, Director of Information Technology and Information Services, would like to thank Civica for their involvement on the LME project over the past year. This is a tremendous piece of work which was undertaken very professionally with due consideration to testing and risk management. One week after the LME merge, all systems are go, which is down to the thorough approach, due care and diligence taken by the whole team."

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David Dixon
Finance Director
Trowers & Hamlins