

CASE STUDY



In the cloud, the sky is the limit

How Keyhouse helped Doyle & Company move to the cloud and streamline processes for their growing firm.

Background

Doyle & Company LLP Solicitors is a well-known and widely-respected firm with two busy offices in Cabra and Blanchardstown in Dublin. For more than 36 years the firm's lawyers have provided a complete legal service to the communities in which they work. Along the way the company has established itself as one of the top general practice law firms in the city. We recently asked one of the firm's partners, Caolán Doyle about their move to the cloud with Keyhouse.

How did you hear about Keyhouse?

When the decision was made to change technology partners, Caolán began researching and contacted a number of suppliers before deciding to make the move with Keyhouse. *"I had known about Keyhouse from a friend who works in one of the top five law firms. But (even before that I) had heard of Keyhouse and knew Keyhouse had a good appetite to listen and develop".*

What were you looking to achieve by working with Keyhouse?

It was important for Doyle & Company to have an integrated accounts and case management system and that they could make the system work for them. *"What appealed to me was the workflows and being able to develop our own ones too. We also wanted to get into the cloud and gain the ability to work remotely".*

"Keyhouse had a **good appetite to listen** (to the market) and develop."

With their old provider they had to log in to a remote server which regularly caused problems and this prompted Caolán and the team to invest in a true cloud offering from Keyhouse, built on the Microsoft Azure platform.

Challenges

What were the original reasons for investing in a new system?

"We were looking to have separate IT and case management suppliers. We also needed a better brief builder and wanted workflows. Alongside of this we were also looking for a supplier that was continuously investing and updating."

Result

Do you feel Keyhouse made upscaling an easier process for you?

“Yes, I do. It made things easier from a management perspective.” Recently Doyle & Company acquired another legal practice and Keyhouse facilitated the move from a system and data perspective. *“The workflows allow me to set a proforma procedure as to how a file is to be worked, which allows me to have a standard process across the firm more easily, rather than individual processes.”*

How would you describe the support and training provided by Keyhouse?

“Support is good and responsive. Keyhouse tend to come back the same day – full marks for that.”

Do you have any suggestions for other firms thinking of changing or investing in a practice management system?

“You have to invest time (because) it takes a while to sit through and understand what’s being offered by each provider. Try to get an integrated accounts and case management system.”

Can you quantify the time savings you’ve gotten from implementing Keyhouse?



“I would think an hour per staff member per day. I think there is a good bit of time saving in it and when you add that up over the year it’s a lot. Once you set up a file in the Case Management System it sets up in Accounts as well and that saves time and effort. Workflows and the generating of multi documents is a saving for support staff.”

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For more details, see www.keyhouse.ie

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