

Nelsons Solicitors: The first fifty days...

nelsons
www.nelsonslaw.co.uk

Nelsons has offices throughout the East Midlands in Nottingham, Leicester and Derby, providing legal services for businesses and individuals. The firm has been recognised as a regional heavyweight by the Legal 500 for the last eight years and is recommended in 23 practice areas.

Intelligent Office started working with Nelsons in August 2014 after a significant restructure of the support function whereby the traditional secretarial role was dissolved. Intelligent Office launched a new flexible administrative support service onsite and all document production is now processed via Intelligent Office's shared services centres in Scotland.

What was achieved by Intelligent Office within the first 50 days?

- Launched new centralised reprographics service – previously bulk reprographics had been fulfilled by the secretaries or sent offsite, both at high expense to the firm. New workflow introduced so that all large print or copy jobs are sent to the onsite specialist team ensuring consistently high quality and timely outputs
- Launched new front of house service – all receptionists had customer service training, particularly focusing on meet and greet skills. New protocols introduced including standing to welcome guests and addressing them by name. Centralised meeting room booking and set up service introduced. Travel also booked via the front of house team
- Launched local administrative support in each of the offices. Responsibilities include conducting all procedural admin tasks for the fee earners
- Launched offsite document production service – 100% of digital dictation and manuscript work now completed by Intelligent Office's offsite document production teams based across two secure shared service centres in Scotland
- Recruitment of 28 new staff and five team leaders, two of which TUPE transferred
- Launched new planned preventative maintenance services
- Launched new 'themed' cleaning services
- Created standard operating procedures for all tasks
- Launched new filing protocols

- Customer service training for all staff
- Implemented post scanning in all departments
- Monthly one to ones for all staff to discuss feedback, performance, training requirements and development
- Staff have visited other Intelligent Office sites for training and best practice sharing
- Launch of regular ten minute training 'shots' to refresh our staff's knowledge on key information
- Weekly communication with client contact
- Regular catch ups with heads of departments to ensure service is delivering in requirement with their needs

What has had the biggest impact?

- Thorough tidy up of the office and stationery points
- First Impression team are working more efficiently, and client area is looking more professional
- Filing protocols introduced department at a time
- Shift to positive customer service attitude amongst all the teams
- Promotions of TUPE staff into workflow coordinator and team leader roles
- Fee earner familiarisation sessions to explain the new workflows and SLAs
- Monthly head of department meetings to track performance and check the teams are meeting requirements

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Chief Executive, Tim Hastings, had this to say about making the decision to outsource to Intelligent Office, “My vision for the support services at Nelsons was efficiency, innovation and quality. I wanted to be able to invest as much in the training, management and guidance of the support staff as we do in our lawyers, but I knew we were not fully staffed or equipped to do that, and I also wanted to make a quantum leap in how we used the IT that we had invested in so heavily.

The decision to outsource our administrative support services was inevitably met with trepidation by some fee earners and support staff because we decided to disband the roles of traditional secretaries who reported direct to fee earners, and replace them with team-based, flexible administrative support onsite and produce all of our dictated documents offsite through Intelligent Office’s shared services centres in Scotland.

A couple of months down the line and the internal view has evolved considerably. Our typing is closely monitored for quality and turnaround time and already we have a 98% satisfaction rate. The consolidation of our mailroom, copying and archiving functions into a single ‘Docucentre’ has been a huge success and the general feedback about the quality of work has been outstanding. The improvements (especially the attention to detail) in our front of house arrangements have been immediate and widely acknowledged.

We still have some way to go before all those who relied heavily on the support of a traditional secretary complete the transition to new working methods, but this was always anticipated, and the vast majority are enthusiastic about the changes. Intelligent Office are supporting us in this through their strong ethos of training and developing their employees. This shows in the professionalism of their new recruits and the ways in which the staff that transferred from Nelsons have blossomed under their guidance. They are better trained, better managed and really encouraged to take pride in their jobs.

This was what we wanted at the outset – a partnership in which we can intensify our focus on developing our lawyers and serving our clients, underpinned by

Intelligent Office’s ideas, innovation and expertise in managing and developing our administrative support.”

Testimonials

“At last, nice tidy central areas.” – **Partner in Commercial Property**

“Thanks so much to the team for all the support with the mediation yesterday – clients were all very impressed with the offices and services.” – **Partner in Private Client**

“Thanks for the quick turnaround on this - my former secretary couldn’t have done it any better! Typing is perfectly accurate.” – **Partner in Employment**

“Thanks for all your help today. Everything that needed to be done has been done.” – **Partner in Family**

“My clients have just said to me, how professional the First Impression (front of house) team were. They were greeted with a smile and commented how delightful they were, and I agree.” – **Associate in Employment**

“I had worked for Nelsons for nine and a half years before being transferred to Intelligent Office. I was quite worried when I found out that my role was being outsourced as I didn’t know a great deal about the company. I felt rather stressed about it at the time, however the implementation team were a great credit to Intelligent Office and helped make me feel at ease. I was given a big break by Intelligent Office and promoted to Docucentre Team Leader within the first few weeks of transferring which boosted my confidence a great deal. I now work for a firm who like to encourage the growth of their staff and who also listen to good ideas. I also like the fact that Intelligent Office gives positive recognition to all staff.” – **Intelligent Office, Docucentre Team Leader**

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For more information on our range of services, please contact
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