

Case Study

Elite 3E

Project Overview

A leading international Law firm selected Elite 3E as the Practice Management solution which would enable them to achieve their key strategic objectives.

They recognised that Elite 3E would deliver accurate management information for decision support, and were keen to take advantage of the benefits of workflowing key business processes, such as billing. In addition they were aware that the easier access to client and matter information for lawyers would result in a better and more efficient service to clients.

Globaltech Solutions were engaged to ensure that the firm realised these benefits in as shorter timeframe as possible, through an innovative and effective training approach for their people.

The Solution

Particular challenges were faced; time and geographical constraints.

A particular concern of the client was the impact to the business of lost productivity both as a result of the time needed to upskill their people and Globaltech Solutions adopted a flexible approach where objectives would be achieved with minimum downtime to normal business operations.

This involved the development of a 'blended learning solution', which incorporated instructor-led training; online support via e-learning modules, continuous access to FAQs & virtual training sessions via the online Learning Guide; and support with internal communications to help manage the change process.

The learning program was executed in two phases. A e-learning course and assessment focusing on SAP overview and navigation. This was also tied into a LMS to ensure all results could be reported on.

Phase two focused on the classroom training and involved reviewing the course content to ensure the correct message was being delivered for the whole organisation. This course focused more on the engagement management process within the SAPphire Netweaver portal.

The new training program started in January 2010 and has greatly increased the number of employees trained in the first 6 months of the year compared with previous years.

The incorporation of the e-learning and Learning Guide solutions have enable the employees to manage their own learning program whilst spending less time in a formal classroom environment.

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LOS ANGELES, May 9, 2011 –

Olswang, a leading international law firm with a commanding reputation for helping change business landscapes in a wide range of industries, has selected ELITE 3E as its new practice management system. After an extensive review of the options available, Olswang selected the system to serve its global staff of over 650, including more than 100 partners across six European offices.

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“3E will become an essential tool to achieve our key strategic objectives,” commented Olswang's chief executive, David Stewart.

- It will provide accurate management information for decision support
- workflow of our key business processes, such as billing, and
- easier access to client and matter information for our lawyers via a fully web-based system to help provide better and more efficient service to our clients.”

Commenting on the system's advantages, Olswang's finance director, Edward Gordon-Hall, Continued:

- 3E will enable us to drive profitability through enhanced financial management, aligned particularly with the global reach of our operations. In addition,
- 3E will provide the platform to empower our people to better manage their clients and their own performance.” 3E is a full multi-currency, multi-language system designed to meet the accounting and compliance requirements of international firms such as Olswang. Some of the most valuable features in 3E for Olswang include
- embedded reporting and drillable metrics,
- key performance indicator (KPI) tracking and
- matter budgeting.

Snapshot of Project:

Client

- Midsized Law Firm

Project

- Incorporating a blended learning solution to a training programme
- 700 employees, worldwide locations

Solution

- Delivery of a blended learning solution including: instructor-led; e-learning; virtual learning

Project Achievements:

- Increased organisational productivity
- Reduced calls to Finance team and support service desk
- Delivery targets achieved
- Increased numbers trained
- Smooth course integration into standard core training program
- Quantifiable return on investment