



Glaisyers, proud to be different, supported by OneAdvanced



“We’ve shared a number of ideas that would improve the product offering to your development team, you’ve listened and now those ideas are real life and in the software that we use every day, that is fantastic”

Sean Edwards, Projects and Business Solutions Manager

Client:

Glaisyers ETL

Industry:

Legal

Location:

United Kingdom

OneAdvanced Products:

OneAdvanced Legal



About Glaisyers: A legal firm proud to be different

Glaisyers are celebrating their 50th year of trading as a commercial law firm this year and Sean (Projects and Business Solutions Manager) said, ‘through the help of OneAdvanced, we have been able to achieve our founding partners vision of being a firm that encourages diversity, removes the red tape and strives to have the best working environment we can for our people. As a result of achieving this, we now have a group of colleagues that genuinely care about our firm, and that makes me extremely proud.

The ‘people first’ firm has a female representation of almost a 70%/30% across 3 sites with a number of phenomenal women in partnership roles.



We need software that streamlines processes, saves us time and supports us to serve our customers

The day-to-day running of a legal firm requires a high-level visibility of data and since onboarding the OneAdvanced Legal portfolio, the firm have been able to create a standardised set of processes which has allowed the firm to benchmark, review and continually raise the bar.

Sean also said that 'we have ensured that we have the right platform that gives us that, and enables colleagues within Glaisyers to view data consistently and concisely and at the right time and that's consistent across the OneAdvanced technology landscape.

Now we're not spending unnecessary time doing arduous tiring system activities and we have more time to engage with our clients and be the trusted partner that we are and need to be.

A valued partnership

Here at OneAdvanced, one of our key strategic values is 'human first', we listen, empathise and act on customer feedback. Glaisyers have been a customer for a number of years and over that time, were proud to say we delivered, Sean said, 'the relationship we have with OneAdvanced, has been, and continues to be incredible. We feel listened to when we talk about the headwinds and challenges of running a legal firm and I'm always looking forward to hearing from Lisa (OneAdvanced Account Director for Glaisyers) about the plans and future products/services we can take advantage of.

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First class support and legal expertise at your fingertips

The OneAdvanced customer portal and comprehensive self-help materials are backed by a highly regarded support team with deep understanding of the legal sector. A real plus for any law firm, as most (like Glaisyers) can rely on such support in the day-to-day running of their practice. Sean said, 'we don't have a traditional IT team here, the support function of OneAdvanced is vital, we rely on OneAdvanced navigating us through any questions or issues that we might experience, whatever they may be.'

Our team also follow development paths aligned with areas of specialism, holding relevant skills and/or certification, for example AAT, ILFM and SOLAS accreditation within our Legal Accounts support team for instance. Sean continues, 'we have a genuine two-way-street relationship with OneAdvanced and having professionals with specific legal experience

is invaluable, the staff there are knowledgeable, authentic, friendly and empathetic, people that I can call and have a chat with and I know I'll get a response from them that will help. When it comes to standards and expectations, they've most certainly been met.'

Growth enabler

Having the correct software in your business is a key enabler to growth, you can retain high-quality staff. If you have the right staff with the right experience, doing the right tasks at the right time, it creates an environment to ensure colleagues can flourish, and having that visible centrally, in a system makes it measurable.

'OneAdvanced has helped us grow by being there at our most challenge times during our transition from our 'old world' to present day. Your technology has given us a platform that allows us to be agnostic to growth, we have a tailored reporting suite allowing us to manage our firm correctly.'



Compliance and risk assurance in an ever-changing landscape

The Solicitors Regulation Authority (SRA) is the regulatory body which sets out the high professional standards that are expected of all legal practices in the UK. The sector is an ever-changing landscape. Having confidence in a software that can cope with risk and compliance changes is very assuring. Sean said, 'We have worked with OneAdvanced to implement a number of key changes in this area, the most poignant being when worked with the OneAdvanced development team(s) to implement a process which satisfied SRA's new risk and compliance mandate, is now in our BAU systems to mitigate any risk and/or compliance headwinds.

A way of working that helps our software be the best in class proposition it needs to be to serve all our legal sector customers.

Glaisyers key considerations when choosing software

- Quality product: The OneAdvanced Legal portfolio is very strong, our standards are high, and the case management software you offer, allows us to continually raise the bar.
- User experience: There are many roles in a legal firm and any software needs to ensure that it is fit for purpose across all of those who use it, from legal teams, people, HR, IT and system managers.
- Relationship with the teams: This is the luxury part of working with OneAdvanced, you have been wonderful to work with.





'Thanks to OneAdvanced, we're unlocking new levels of efficiency and collaboration within our teams at Glaisyers ETL, we don't just look for software, we look for key relationships and ongoing commitments to organisational transformation.'

OneAdvanced, powering Glaisyers' world of work



Powering the world of work

OneAdvanced is a leading provider of sector-focused software, headquartered in Birmingham, UK. Our mission is to power the world of work through software that effortlessly gets the job done for our customers giving them the freedom to focus on thriving for their customers and people.

Customers trust OneAdvanced to deliver digitalisation through innovative technology, addressing business problems through intelligent insight. Our years of sector knowledge means we are a strategic partner to our customers, who use technology that touches the lives of millions of people every day. From caring for patients in the NHS and social care to meeting tenants housing needs; supporting learners in education and apprenticeships to navigating complex legal matters; and making sure goods get to their destination on time navigating complex supply chains.

Get in touch



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