



GUIDE

Future proof your law firm with OneAdvanced Legal

Your guide to software-enabled modernisation





Introduction

Law firms today face growing pressure to deliver faster, more transparent services while keeping up with shifting regulations and client expectations. Add to this the increasing demands for efficiency and profitability, and it's clear that relying on traditional systems and approaches is no longer sustainable.

Modernising your firm through software is the key to thriving in this dynamic environment. By streamlining operations, enabling data-driven decision-making, and empowering your team, the right legal technology can unlock opportunities for growth and long-term success.

Think of modernisation not just a way to replace outdated tools, but as a strategic move to futureproof your processes, enhance your client relationships, and create a more agile organisation. It's about putting your firm in a position to adapt and excel amidst change, whether that's new regulations, market pressures, or client needs.

Explore the transformational power of OneAdvanced Legal, a platform designed to address the unique challenges of law firms. See how software modernisation isn't just an upgrade but an investment in the future of your firm.





Why modernise?

The cost of standing still

For many UK law firms, the risk of not modernising is clear. Traditional, manual processes and fragmented systems have long dominated the legal landscape, leaving firms vulnerable to inefficiencies, errors, and difficulties in scaling. These outdated methods make it challenging to deliver the speed, personalisation, and transparency clients expect today.

From delayed billing processes to siloed data that disrupts collaboration, the consequences of sticking with legacy systems can result in lost client trust, increased overheads, and lower profitability. Firms that fail to adapt may find themselves overshadowed by forward-thinking competitors who use technology to provide more efficient, client-centred services.

The growing complexity of the regulatory landscape compounds these pressures. Firms still relying on patchwork systems are at a higher risk of non-compliance, which can lead to costly fines and reputational damage.

To deliver the professional standards today's clients demand, law firms need systems that empower them to meet high expectations while staying agile in the face of change.

Unlocking the power of IT and technology infrastructure

Technology infrastructure is at the heart of effective modernisation. Disjointed systems, where financial data lives in one application, client documents in another, and case notes scattered across third-party platforms are silos which hinder efficiency and communication, making it harder for law firms to deliver a seamless and professional service.

Managing on-premises hardware comes with its own challenges, from the expense and disruption of replacing equipment every three years to the ongoing burden of maintenance and troubleshooting. This cycle not only diverts resources from client-focused activities but also leaves firms vulnerable to unexpected outages and escalating IT costs. By shifting to a cloud-based platform, firms can eliminate this operational pain, ensuring a more efficient, reliable IT infrastructure.

OneAdvanced Legal equips firms with a secure, cloud-based platform designed to bring all these elements together. A unified system centralises operations, enabling firms to access client

information, billing data, and case updates in one place. This removes the need for multiple logins, reduces the risk of errors, and frees up your team to focus on client work rather than technical difficulties.

The scalability of cloud-based IT infrastructure makes it a perfect choice for growing practices. Whether your firm is expanding its services, onboarding new clients, or scaling its workforce, cloud solutions provide the flexibility needed to grow painlessly. No more costly upgrades to on-premises servers or scrambling to integrate additional third-party software.

When team members, from fee earners to support staff, can access up-to-date information in real time, they're empowered to deliver a consistent and responsive service. This agility positions your firm to stay ahead in a fast-paced environment.



A UK and Ireland centric approach to compliance and security

For UK and Irish firms, data security and compliance are non-negotiable. The sensitive nature of client data, coupled with increasingly stringent regulations means that legal teams must have thorough safeguards in place. Outdated IT systems simply aren't built to handle modern data protection requirements.

With OneAdvanced Legal, firms gain a robust foundation for compliance. Advanced encryption, role-based access controls, and automatic out of hours software updates ensure your firm not only meets but exceeds industry standards. By consolidating all your operations on a secure platform, OneAdvanced Legal minimises vulnerabilities and helps law firms maintain the trust of their clients and regulators.

Why modernising is a competitive advantage

Ultimately, software-driven modernisation goes beyond operational improvements. It sets the stage for your firm to differentiate itself in the market. A robust IT infrastructure enables you to offer personalised, efficient services while ensuring compliance and security. Modern law firms are not only delivering better outcomes for clients but also improving employee satisfaction through reduced administrative burdens and more streamlined processes.

Making the shift to a technology-first approach isn't just about solving today's challenges. It's about preparing your firm for a future where agility, innovation, and client-centred service are the hallmarks of success.





How OneAdvanced Legal helps you

Technology modernisation isn't just about streamlining processes or saving time; it's about equipping your firm to deliver exceptional value to your clients, employees, and stakeholders. OneAdvanced Legal is designed with the challenges of modern law firms in mind, offering practical solutions that enable you to exceed client expectations, empower your team, and maintain operational excellence.

By consolidating tools, automating repetitive tasks, and providing actionable insights, OneAdvanced Legal helps firms take a proactive approach to their operations. Whether it's enhancing client relationships or improving compliance, this platform supports you every step of the way.



Meet client expectations

Client satisfaction means more than just resolving cases. Today's legal clients expect their law firm to act as a trusted partner, anticipating their needs and maintaining open, transparent communication at every stage. But for many firms, meeting these high expectations can be challenging, particularly without the right tools in place. Disorganised client information, fragmented communication, and inconsistent processes lead to frustrations on both sides of the relationship.

A client-centric focus with features designed to simplify and improve your firm's approach to client relationship management is key to ensuring you maintain strong, professional relationships that foster trust and loyalty.

Centralise client information for easier access

One of the biggest barriers to exceptional client service is the inability to quickly access accurate, up-to-date information. When client data is scattered across emails, spreadsheets, or separate systems, inefficiencies arise, and critical details may be overlooked.

Simplify client interactions with a single, secure system where all your client information is centralised. From case history and billing details to contact preferences, every piece of data is stored in one place, easily accessible to authorised teams. This eliminates the chaos of silos and ensures your staff always have the insights they need to deliver personalised and informed service.

Making client interactions not only faster but also more precise and professional.

Track client interactions for a seamless experience

Building lasting relationships means understanding the client's unique needs and ensuring their interactions with your firm feel smooth and cohesive. However, without proper tracking tools, previous conversations or commitments can slip through the cracks, resulting in misaligned services that affect client satisfaction.

Make interaction tracking simple and effective. Every call, email, and meeting are logged, giving your team a complete history of all client

interactions. This visibility enables a consistent approach, ensuring no detail is missed and that clients receive reliable responses, no matter who on your team they speak with.

Enhance responsiveness with integrated communication tools

What separates a good client experience from an exceptional one is often the way a firm handles communication. Clients value timely updates and proactive outreach but managing this while staying organised can be overwhelming.

Streamline how your firm connects with clients. Whether through email templates, automated reminders, or scheduled updates on case progress, these tools enable consistent and efficient communication. Your team can engage with clients professionally and on time, keeping them informed every step of the way.



Personalise client service for stronger relationships

Gone are the days of one-size-fits-all legal services. Clients now expect tailored experiences that reflect their specific requirements, concerns, and preferences. Achieving personalisation, however, requires not just dedication but also access to the right tools.

Simplify personalisation by enabling your team to focus on each client's unique circumstances and goals. By leveraging centralised client data and integrated communication features, teams can tailor their approach to suit individual cases.

For instance, if a long-standing client prefers phone calls over emails, their preferences are documented and highlighted within the platform, ensuring they receive updates in the format they're most comfortable with, ensuring services align with expectations.

Build trust with transparency

Trust is the cornerstone of any client-lawyer relationship. Yet, it can be easily eroded by unnecessary mistakes, missed deadlines, or limited visibility into case progress. Many clients now see transparency as a critical element of excellent service, and law firms risk falling behind if they don't meet this expectation.

With OneAdvanced Legal, transparency is built into every interaction. The platform allows your team to share case updates, billing information, and timelines clearly and efficiently. Instead of feeling left in the dark, clients receive the information they need to stay confident in your firm's capabilities.

For example, the platform's billing tools enable clients to see an accurate breakdown of their fees, eliminating surprises and reinforcing their trust in your processes. Through enhanced clarity, your firm can demonstrate professionalism and further cement its reputation.

Adopting tools at the calibre of OneAdvanced Legal doesn't just improve efficiency for your team; it transforms the client experience into one that feels thoughtful, professional, and adaptable.

The result? Loyal, satisfied clients.



Streamline your day-to-day processes

Operational inefficiencies and outdated processes don't just slow down your team; they impact your firm's profitability and client satisfaction. By making workflows seamless and eliminating common bottlenecks, OneAdvanced Legal ensures your firm operates like a well-tuned machine. By honing in on the unique challenges faced by leaders, fee earners, and support staff, the platform empowers your team to achieve more, with less effort.

Leadership and management

Leaders and managers are responsible for driving strategy, balancing operations with compliance, and keeping the firm aligned with its goals. However, without the right visibility or tools, these tasks become burdensome.

OneAdvanced Legal is designed to tackle these challenges head-on, making leadership simpler, more efficient, and more impactful.





Gain real-time insights with centralised data

Effective leadership requires clarity and a deep understanding of how the firm operates. OneAdvanced Legal provides managers with a single, centralised platform that consolidates key operational data. Whether you need to track financial health, monitor productivity, or measure progress on client cases, all this information is available in real time within the system's intuitive dashboards.

This transparency ensures managers remain in control and equipped to tackle inefficiencies before they escalate. For example, if resource allocation seems unbalanced, data-driven insights allow you to reassign tasks and responsibilities effectively, improving both productivity and employee satisfaction.

Support strategic planning and forecasting

Planning for the future doesn't need to be overwhelming. OneAdvanced Legal includes tools designed to streamline strategic planning, from budget forecasting to workload analysis. By automating the analysis of your firm's operations and providing actionable insights, the platform helps leadership focus on high-value strategic initiatives instead of time-consuming data wrangling.

These capabilities allow firms to anticipate opportunities and mitigate risks before they arise, whether that's adapting to new regulations or scaling with changing demand.

Fee earners

Fee earners are the revenue drivers of your firm, but they're often stretched thin by administrative responsibilities. The constant juggling of client work, administrative tasks, and business development can lead to reduced productivity and burnout. To perform at their best, fee earners need tools that simplify operations and free them from low-value activities.

Reduce administrative burden through automation

OneAdvanced Legal includes powerful automation features that handle repetitive, time-intensive tasks such as document generation and billing. Time that fee earners used to spend on these processes is now redirected toward high value legal work, helping them maximise their billable hours and focus on what they do best.

For instance, preparing client-facing documents is streamlined through template-driven workflows, while time-tracking features ensure that every billable minute is logged and accounted for. This helps prevent revenue leakage and ensures earnings reflect the work delivered.

Manage time effectively with intuitive tools

Time management is key for fee earners, and OneAdvanced Legal makes it easier than ever to track and prioritise tasks. Built-in time-tracking tools simplify the recording of billable hours while minimising the overhead of manual logging. With this, fee earners can ensure no time is lost, even when managing multiple clients and cases.

Productivity solutions within the platform help fee earners to manage deadlines, flag priorities, and maintain focus. Whether it's juggling urgent client requests or preparing for upcoming cases, create order in the most complex of schedules.

Improve client-facing interactions

By consolidating client details and communication histories, OneAdvanced Legal equips fee earners with the information they need to deliver professional, personalised service. When entering a meeting or responding to a query, they can access all relevant case notes and client data in moments. This level of preparedness not only boosts their confidence but significantly improves the client experience.



Support staff

Support staff are the heartbeat of a law firm, handling critical administrative tasks that keep the business running smoothly. However, they often face heavy workloads compounded by outdated systems and disjointed processes.

Simplify document preparation and management

Support staff traditionally spend a significant portion of their time preparing, managing, and filing documents. OneAdvanced Legal streamlines these tasks by automating routine document preparation and centralising storage. Instead of manually formatting documents or cross-checking filing systems, staff can rely on the platform to handle these workflows with accuracy and efficiency.

The result? Faster document turnaround times, fewer errors, and more time for support teams to focus on higher-value responsibilities.





Enhance collaboration for better outcomes

Legal support roles often span multiple teams and departments, making strong collaboration a necessity. OneAdvanced Legal facilitates smooth teamwork through centralised operations and shared access to tools and information. Staff can handle scheduling, case management, and information sharing seamlessly, cutting through the inefficiencies of fragmented workflows.

For instance, real-time updates mean that support staff no longer need to manually relay case progress between departments. Everyone involved in a matter operates from the same set of up-to-date information, reducing misunderstandings and improving outcomes.

Reduce stress with efficient task management

Law firm staff often face significant stress, and risk burnout due to competing priorities and tight deadlines. OneAdvanced Legal eases this burden through task management capabilities that organise and prioritise workloads. By clearly outlining responsibilities and providing updates on progress, the platform helps support teams stay on top of their duties without feeling overwhelmed.

With reduced stress and a more manageable workflow, support staff can focus on delivering exceptional service to both clients and colleagues.



Energise your team

A law firm's success is driven by its people. From fee earners to support staff, every individual plays a crucial role in delivering exceptional client service and operational excellence. However, challenges such as workload pressures, resource allocation, and maintaining morale can test even the most resilient teams. Without the right systems in place, firms face high turnover rates, reduced productivity, and the inability to create a cohesive, high-performing workforce.

OneAdvanced Legal empowers law firms to focus on their greatest asset – their people. By streamlining resource management, fostering collaboration, and promoting employee well-being, the platform ensures your team remains motivated, efficient, and engaged.

Streamline resource allocation

Ensuring the right people are working on the right tasks is crucial for maximising productivity and meeting client expectations.

Whether it's assigning complex cases to experienced fee earners or balancing workloads across support teams, these insights enable informed decisions that improve efficiency

without overburdening employees. By optimising resource distribution, OneAdvanced Legal ensures teams can focus on meaningful tasks that drive results, while preventing burnout and wasted effort.

Foster a culture of collaboration

Modern legal work relies on seamless communication and collaboration across teams and departments. However, fragmented systems and disorganised processes often hinder these efforts, creating barriers to productivity and trust.

By centralising information and providing clear, shared access to workflows, team members can effortlessly share client updates, case progress, and key insights in real time, removing silos and ensuring everyone stays on the same page. This not only improves the quality of work but also builds an environment where collaboration is second nature.

Support flexible working and well-being

Flexible work arrangements are now a critical factor in attracting and retaining talent in the legal industry. OneAdvanced Legal supports this evolution with a secure, cloud-based platform

that allows teams to work from anywhere while maintaining productivity and data access.

This flexibility is complemented by automated tools that reduce manual workloads, improving job satisfaction and building a supportive environment that drives both engagement and performance.

Enhance staff development and recognition

Retaining top talent requires more than competitive salaries; it's about creating opportunities for growth, feedback, and recognition.

Performance analytics tools enable firms to monitor individual and team achievements and identify areas for development. By acting on these insights, firms can implement targeted training programs, offer meaningful recognition for excellent work, and foster a culture of continuous improvement.

Motivated and appreciated employees are not just more productive but also more likely to remain loyal, reducing the costs and disruptions associated with turnover.



Boost your security & compliance

For law firms, there's no room for compromise when it comes to safeguarding sensitive data or meeting strict regulatory requirements. Breaches in security or failures in compliance can lead to severe consequences, including hefty fines, reputational damage, and loss of client trust.

Traditional systems often struggle to meet these heightened demands, leaving firms vulnerable in an increasingly complex legal landscape. OneAdvanced Legal addresses these challenges by providing a robust foundation of security and compliance tools that protect your firm while simplifying regulatory management.

Ensure top-level data security

Law firms are prime targets for cyberattacks and breaches. Taking a proactive approach to data protection with security protocols that minimise risks and ensure client information remains secure is essential.

Features like encryption, role-based access controls, and multi-factor authentication shield sensitive data from unauthorised access. By integrating these safeguards into everyday workflows, firms can confidently handle files and communications without fear of exposure.

Regular software updates further bolster protection, ensuring the platform remains ahead of emerging cybersecurity threats.





Simplify compliance management

Keeping up with evolving regulations is a persistent challenge for law firms. From GDPR to industry-specific requirements, the need for stringent adherence can place a heavy administrative burden on teams.

OneAdvanced Legal alleviates this pressure with built-in compliance management tools. These features automate routine tasks such as data audits, documentation checks, and reporting, dramatically reducing the time and effort needed to ensure compliance.

For example, the platform can automatically flag potential breaches or highlight areas requiring attention, allowing teams to address issues quickly and efficiently.

Minimise risk and maintain client trust

Non-compliance or failure to protect client data can have far-reaching consequences for law firms. Beyond financial penalties, these breaches damage internal operations and client relationships, making recovery an uphill battle.

OneAdvanced Legal's combined focus on security and compliance mitigates these risks. By safeguarding sensitive data, the platform enhances client confidence, showcasing your firm as one that prioritises professional integrity. Meanwhile, proactive compliance tools allow you to stay ahead of regulatory changes, ensuring your operations remain seamless and credible.



Next steps

The legal industry is entering an exciting new chapter where innovation and adaptability define success. With evolving client expectations, growing compliance pressures, and rapid technological advancements, law firms must act strategically to stay ahead. OneAdvanced Legal offers the tools and support your firm needs to rise to these challenges, empowering you to deliver exceptional service, safeguard your operations, and drive lasting growth.

Now is the time to take the next step in your modernisation journey. By adopting OneAdvanced Legal, you can transform the way your teams work, unlock new efficiencies, and futureproof your firm against an evolving landscape. Whether it's enhancing collaboration, improving client satisfaction, or strengthening security, our comprehensive platform is designed to meet your firm's unique needs.

Don't wait to see the difference OneAdvanced Legal can make for your firm. Take action today by exploring how our solution can redefine the way you work. Visit our website for more insights or reach out to arrange a personalised demo with our team. Together, we'll help you seize the opportunities of a digitally transformed legal world.

Your future starts here—with OneAdvanced Legal.





Powering the world of work

OneAdvanced powers over 30,000 legal professionals with software automation that delivers increased productivity and agility, using modern security protocols and built-in regulatory compliance to help protect law firms from financial penalties and business disruption.

Our legal software portfolio includes Practice and Case Management, Time Capture, Document Management, Legal Forms, The National Will Register, and Performance & Talent Management.

Get in touch



+44(0) 330 343 4000



www.oneadvanced.com



hello@oneadvanced.com