



Hosted ALB helps Scott-Moncrieff & Associates deliver innovation

Flexible, scalable Advanced technology offers their lawyers efficient remote working and helps them progress client matters smoothly

In the 1980s, the UK's legal landscape was very different from what it is today. Traditional law firms had worked in the same manner for decades and work-life balance was rarely, if ever, considered a topic of interest.

Working for a firm that didn't offer flexibility was the trigger for Lucy Scott-Moncrieff to establish Scott-Moncrieff with two other partners. Following the birth of a son, and with childcare responsibilities now a consideration, she decided that a very different approach to the established working structure in law firms was required. This led to Scott-Moncrieff being set up as one of the very first virtual law firms, a brave and leading edge concept at the time. In subsequent years, several other firms have established successful practices by using the same business model.

This spirit of innovation has continued, and today Scott-Moncrieff Associates Ltd is represented by 60 experienced legal professionals who work with clients throughout England and Wales. Each works independently from home, with access to meeting rooms when they are required. A centralised team manage all of the practice's administration from their hub in Temple, London. Originally focused on legal aid work, the firm has now expanded into private client and commercial

areas of law and they continue to add new lawyers and areas of expertise.

In this case study, Roland Watt, Practice Director, speaks about the ways in which Advanced has helped support Scott-Moncrieff's growth by attracting new practitioners who can work easily and efficiently from remote locations.

A growing practice

We put a lot of effort into attracting the best lawyers to work with us. We have learnt that they have to be very experienced, well established and disciplined to make remote working suitable for them and the firm. Having a supplier like Advanced has really helped us, as this software is something we can offer potential practitioners. Before they join, they invariably ask what tools they will have to work with. They are always concerned that remote working might have a negative impact on efficiency.

The Advanced hosted desktop environment with Microsoft Office, email and ALB for the case management system, helps alleviate their concerns. New joiners can see that we are a very well run firm with the right tools and resources available to help them get their work done and keep their clients happy.



Client >

Scott-Moncrieff & Associates Ltd

Sector >

Legal

Project >

Implementing a hosted desktop environment for Microsoft Office, email and ALB

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Roland Watt >
Practice Director >
Scott Moncrieff >

A change for the better

We adopted hosted ALB in 2012. We had been using a very basic web-based case management system but as the firm expanded, it had become unwieldy. Document downloads were taking a long time and everything froze when we had several people working on the system at one time. The firm had grown to the point where it was clear that we needed something better, a system that could easily scale with our business.

We required a product that was future proof, rather than one that could only accommodate our current needs, and we had to be able to easily add new users very quickly. We also didn't want the burden of having to run our own servers. The cost of upgrading servers, servicing them and paying for IT staff to take care of them is high. It's an unnecessary expense.

Desktop efficiency

What Advanced offered us was the hosted desktop. This provided us with the real flexibility we needed to be able to work efficiently from anywhere, at any time. Users connect to the secure Advanced hosted desktop via a simple click of an icon on their own PC. Instantly, their work computer is available on their own device and everything they need is in front of them. It's exactly the same as if they had just walked into the office and turned their computer on.

With hosted ALB, we can take on any number of people at one time and it doesn't impact the stability of the system. We simply place an order for any extra users and everything is up, running and available. Because we have been operating remotely for so long our systems, processes and procedures are very streamlined and they work exactly like we need them to.

Tried and tested

When the 2020 lockdown came into play we were very fortunate to have our remote work systems in place because it meant that it was just business as usual for us. We were able to adapt really quickly and, as an added bonus, our stability has attracted new practitioners who were impressed by our ability to carry on normally. It's the hosted desktop that really gets their attention. They find it very useful to have easy access to the full system, directly from their own device.

Another benefit is security. Users can confidently store their client documents in our hosted environment knowing that all of their information is backed up regularly. They wouldn't have this benefit if they were working from their normal home computer. They appreciate that a lot.

Advanced provide our ALB training. Because the system is so user-friendly, intuitive and straight forward, it's an easy transition for new users. As core tasks are the same across all systems, users don't have any problems adapting. If users do have any issues, the Advanced support team are always friendly and happy to help.

The functionality we need

The Advanced hosted desktop and ALB solution provides a solid foundation for our business, offering stable and dependable IT and case management functionality. Opening and closing accounts is easy, and all of our management accounts requirements are met in a very productive way. Our lawyers find features like time recording and document management work very well for them. I would absolutely recommend the Advanced hosted desktop and ALB solution to other legal practices.

More information

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