



Russell & Russell Solicitors refreshes practice management with ALB from Advanced

Russell & Russell Solicitors have modernised their practice management with ALB from Advanced. In this case study we discover how ALB has helped to build on their success as a firm.

Background

The traditions and values, which first established Russell & Russell as an early pioneer of legal services continues to serve them well today. They still provide friendly, professional advice in the manner a traditional high street law firm would, but this is now blended with a 21st Century approach.

Investing in technology to improve processes

"We switched from an outdated competitor which was a legacy software that didn't receive any updates. As a firm we needed the tools of software that was at the forefront and would remain so with on going developments."

Why ALB and why Advanced?

"ALB was a platform with a future with continual development, a strong company supporting that vision with the resources and commitment to deliver.

Project management knowledge to take us from Vides to ALB was also a factor."

Implementation and building a relationship

"Overall it went well. It is a major project with 30 years of data on a legacy system but with careful planning and the support of Advanced people it was achieved successfully."

Advanced aim to make the implementation process simple, while supporting our clients with training. Russell & Russell were no different, and a special relationship was built throughout project implementation, working with them through years of data.

Providing first class service with ALB

ALB allows lawyers to get back to lawyering, and part of the profession is providing first class client service. Russell & Russell believe it's created efficiencies within their firm, and enabled them to deliver services 'smoothly'. This comes as no surprise to Advanced, the system aims to fulfil a solicitors

"ALB provides us with the tools we need to deliver our services smoothly, efficiently and remain competitive."



Client >

Russell & Russell Solicitors

Sector >

Legal

Product >

ALB

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Evolving with ALB

Russell & Russell have started to gain more knowledge of the ALB system, improving their processes by using innovative workflows. Advanced consistently delivers with new developments and Russell & Russell have benefited from this.

"We've discovered a greater use of workflows and reporting while taking advantage of the regular system developments and upgrades which give us confidence for the future."

What is your biggest challenge now as a practice?

"Reducing cost of service delivery with the same resources."

Russell & Russell now understand that ALB enables firms to increase revenue without having to increase headcount. Facing up to their proposed biggest challenge will prove easier than once thought, thanks to functionality such as ALB Mobile, API Tools, and a fully fledged client portal called Legal Live.

Preparing for the future

Russell & Russell said that their priorities for the future are "Greater use of automation and AI assisted by ALB. Client portals we see as a big area for development and uptake by clients in future."

ALB will continue to develop with innovative functionality thanks to feedback from its users.

"Advanced as a supplier are innovative, available and dependable!"

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