

Perfect Penguin



Solicitors Est. 1874

Hartley & Worstenholme solicitors, a large, high street practice, with two offices in Pontefract and Castleford, West Yorkshire, have a significant and expanding base of clients whose needs have demanded a greater investment into technology to facilitate greater client care and Case Management. That is why the practice turned to Perfect Penguin to act as trusted advisors, providing consultancy services to ensure an informed, unbiased and well-managed technology refresh programme could be undertaken to their best advantage.

As the technology specialists in their project team, organised to begin the evaluation, planning and execution of the ground-up technology refresh, Perfect Penguin worked alongside the practice to provide impartial guidance and consultation to help understand the motivation for the changes, liaise with partners, fee-earners and support staff to ensure the company's appreciation of the opportunities available to them were met by internal enthusiasm and a genuine understanding of the technologies being discussed. Our work involved research into the various legal software vendors, arrangement and steering of product demonstrations and perspective for the project team to help assess the solutions' various technological characteristics in sympathy with the business' overall objectives for improved working practices. Another significant task in the early stage of the project was to analyse the problems and shortfalls experienced with their current systems, put these issues into real terms that could be understood for what they were as well as acknowledging what was causing them and then plan to avoid their reoccurrence in the introduction of a new infrastructure, rather than allowing these failures to be projected onto into the future of the business. Liaising directly with the various vendors throughout the selection phases for both Practice Management/Case Management and Digital Dictation software, Perfect Penguin were able to help our client to appreciate the wider concerns raised by some solutions in respect of their inferior architecture, ageing product line as well as maintain a keen focus on the practice's own long-term business objectives.

“Liaising directly with the various vendors...Perfect Penguin were able to help our client to appreciate the wider concerns raised by some solutions”

As the project advanced, Perfect Penguin produced a specification for all infrastructure-related equipment and software and this specification was used to discuss the preferred method of system implementation and operation with the internal project team and various software vendors as well as forming the basis for Hartley & Worstenholme's own decisions as to their preferred method of project finance.

One of the key client 'wants' in effecting the technology refresh, from desktop through to server, was to seek to obtain remote working capabilities for fee earners and secretaries that move regularly between sites, or indeed to provide the facility to enable seamless home working for key staff. Thus, Perfect Penguin undertook to identify, evaluate and specify a server-based computing (SBC) model which would facilitate this flexibility and allow all data storage to occur at one location and not be spread across the two sites, increasing the complexity of a Disaster Recovery solution. After evaluating software from several suppliers, Perfect Penguin selected the most appropriate solution, which provided for 90% of the benefits of the more well known but expensive suites of enhanced Terminal Services environments, whilst incurring significantly reduced up-front *and* recurring costs of ownership. The chosen solution now allows Hartley & Worstenholme the flexibility for users to move from workstation to workstation, site to site and log-in to their own, fully configured applications both to work and dictate as necessary.

A problem for many clients of a similar nature to Hartley & Worstenholme is the sheer complexity and planning involved in the migration of both hardware and software simultaneously. In the case of our client, their previous

Perfect Penguin

software, from Avenue Software, was defunct and simply would not run on the current Windows XP desktop operating system. As a result, it might have been a significant problem to attempt to replace over 60 desktop workstations the night before the new system was due to go 'live'. The teething problems in implementing this number of new workstations, together with servers, operating systems and productivity software could have ground the practice to a halt. Instead, Perfect Penguin devised a revolutionary means of deploying the new workstation hardware in advance, whilst enabling work in the old software to continue. This allowed the business to focus on executing real work in their existing systems, whilst the project team and selected suppliers installed and tested the new servers and associated application software.

Following the successful roll-out of the new infrastructure in April 2005, Perfect Penguin remain heavily involved in the on-going enhancement and development of the Case Management system together with the modification and tweaking of the Digital Dictation workflows to ensure the full potential of the collective system components is reached and that further opportunities made possible from the new systems are exploited to the practice's benefit and profit.

About Hartley & Worstenholme

Founded in 1874, Hartley & Worstenholme has offices in Castleford and Pontefract and is the largest firm of Solicitors in the area. The company acts for both private clients and for businesses across West Yorkshire and the North of England, with five teams of lawyers, based in our two offices, which have ground floor receptions and interview rooms. They provide services of the following nature: -

- Business affairs
- Charity law
- Children law
- Civil litigation
- Commercial litigation
- Commercial property
- Consumer problems
- Conveyancing residential
- Employment law
- Family law
- Immigration law
- Landlord and tenant - residential
- Neighbour disputes
- Personal injury
- Tax law
- Trust law
- Wills and probate

The services provided by Hartley & Worstenholme have been valued by its clients for over 130 years and are valued as highly now as in the past. The company believes their strength in depth enables them to provide an unrivalled service at a highly competitive price.

You can pay a visit to the Hartley & Worstenholme website by navigating to the following URL: www.hartley-worstenholme.co.uk.

About Perfect Penguin

Perfect Penguin is an I.T. Consulting and Services company specialising in professional business & technology consulting services to facilitate wide-area and Internet technology solutions for professional and educational organisations throughout the UK.

With existing clients of varying sizes in different industry sectors, Perfect Penguin guarantees to have the experience and resources necessary to assist your company in its evaluation and use of computer technology. Their consultancy and services are often of particular interest to the legal, accounting and education sectors, whilst under the subsidiary "Perfect Internet", their services include professional web application development as well as business critical e-business, e-business consultancy and associated services.

You can call Perfect Penguin to discuss any aspect of business & technology consulting, I.T. service or e-business on 0870 474 0714 or e-mail consulting@perfectpenguin.co.uk.