

Wildbore & Gibbons say “ooohh” to Seneca

Well respected London trade mark attorneys, Wildbore & Gibbons, are getting a thrill out of running their operation using Seneca CM.

The firm went live with **emis intellectual technology's** “contact, file and activity management” system in January 2006.

“We had looked at other systems for quite a while but not seen anything we really liked. So we went to the Legal IT show to see what was available.” says Janella Barr - partner.

One of the things that initially struck Janella was the flexibility of Seneca and that the staff on the stand were as comfortable talking about trade mark work as they were discussing more stereotypical ‘case management’ applications.

What really motivated the firm to explore things with emis further was the simple fact that Seneca was so “easy on the eye” in comparison to other systems that they had seen.

The real clincher was the obvious ease that Seneca could give to the enormous burden of storing, filing and creating correspondence in both paper and email format that the firm was facing.

“Previously we were printing the emails into paper format and then physically storing them in the paper file whereas now we have them in an electronic format in an electronic file”

After a smooth implementation the firm really began to enjoy the benefits.

“Kirsty Watson (emis’ implementation and client manager) is lovely and very helpful. As with any new system there were glitches but everyone has always been very helpful and through the quick understanding of any issue we never had a negative experience.”

“There’s so much to Seneca we’ve taken the view to integrate gently and to build from the base it provides because its so adaptable and you can move forward with it in your own way and at your own pace.”

Janella is clear about the “general easing of the clerical burden” for example in basic file management: “Typically a fee earner may have five hundred files now it’s so much easier, we can identify them and access them - there’s no more “I’m just going to do some filing!!!”.

It's not only fee earners who have reaped the benefit of Seneca. We also spoke to Sue Young, a member of the administrative team at Wildbore & Gibbons.

"Everything flows more easily now" said Sue, mentioning especially incoming emails and post. "Everything is scanned and sent to the relevant person's communications inbox for them to read on screen" which has created a less paper office if not paperless office.

And of course maintaining due dates is at the very core of Seneca.

Something that emis are very proud of (and that is vindicated at Wildbore & Gibbons) is the profound seam of functionality in Seneca. The firm are continuing to find functionality that they didn't expect. As Janella Barr says:

"There've been a few thrills of finding things we can do that we didn't realise at the outset like certain aspects of email management - every so often my secretary will go Oooooo!"

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