Quiss
Technology. And so much more...

Attwaters
Solicitors

CASE STUDY

BUILDING A FUTURE-PROOF LAW FIRM THROUGH STRATEGIC IT PARTNERSHIP

"The hybrid working model developed with Quiss' support is a key factor in our ability not only to attract and retain talent, but compete with London law firms by offering a better work-life balance. We really value the positive relationship and their willingness to listen, with our regular meetings helping to address issues proactively and keeping us ahead of potential issues."

Sheri-Anne Mizon
Managing Partner of Attwaters

THE CLIENT

Attwaters Solicitors LLP, is a well-established regional law firm that has been serving clients for over a century. The firm, which has five offices across Hertfordshire, Essex, and London, provides a comprehensive range of legal services to individuals, families, and businesses.

Attwaters has built a reputation for its client-first approach, prioritising clear communication, responsiveness, and transparency to ensure the highest level of service is provided for every client, regardless of the complexity of the matter. However, as the legal industry evolved, so too did the firm's operational and technological demands, reflecting the need to remain competitive and continue to provide a seamless, high-quality personal service to its clients.

The senior team at Attwaters recognised the need for a robust, reliable and flexible IT infrastructure to support its growth, facilitate hybrid working, improve collaboration and overall efficiency.

THE CHALLENGE

Prior to engaging Quiss Technology, Attwaters faced persistent challenges with its in-house IT support. Technical inefficiencies were beginning to impact business growth and, more critically, employee satisfaction.

Staff interviews revealed that technology frustrations were a key factor in employee attrition, which has become a growing concern across the legal sector, where attracting and retaining top legal talent is essential for success and business growth.

Additionally, the firm recognised it needed an IT partner with sector experience that could help implement and refine a hybrid working model, ensuring seamless operations whether employees were in the office, working from home, or meeting clients on-site.

Without a strategic IT approach, maintaining productivity across multiple locations and balancing flexibility with security would be a significant challenge.

THE SOLUTION

In 2019, following a competitive tender process, Attwaters appointed Quiss Technology, a legal sector IT specialist, to provide fully managed IT services. This transition came at a crucial time - shortly before the COVID-19 pandemic.

The shift to an outsourced IT support model allowed Attwaters to swiftly adapt to the demands of remote working and maintaining business continuity, during a period of significant upheaval and uncertainty.

One of the key priorities was developing a hybrid working model that would allow the firm to attract and retain talent while maintaining operational efficiency. Since Quiss became a strategic partner to the firm, WFH has risen from 0% WFH to currently over 60%.

With the right infrastructure in place, employees could work productively from anywhere, at any time, helping the firm compete with larger London-based law firms by offering a superior work-life balance.

Attwaters also implemented IT focus groups across all levels of the business to gather real-time feedback from employees. These groups played a pivotal role in shaping the firm's technology strategy, ensuring that IT investments aligned with broader business objectives.

As part of the IT transformation, Quiss Technology supplied and deployed a full suite of new end-user devices, including laptops and desktop machines, ensuring that Attwaters' employees had the tools they needed to work efficiently.

The technical team at Quiss Technology's Tamworth headquarters carefully configured each device to meet the law firm's strict security and operational requirements before being delivered to the relevant user's office.

To minimise disruption, Quiss engineers travelled to each of Attwaters' locations, installing the new hardware and providing on-site support to ensure a seamless transition. This hands-on approach enhanced system performance and reliability, whilst reinforcing Quiss' commitment to delivering a high-quality service tailored to the specific needs of the legal sector.

"Winning a competitive pitch is great and demonstrates we have a tailored offering that legal sector clients understand. But securing renewals of our partnership contracts shows we have delivered on our promises, built a strong relationship and instilled confidence in our support, allowing our client to succeed and grow."

Clive Taylor
Managing Director of Quiss Technology

THE RESULTS

Since partnering with Quiss, Attwaters has enjoyed significant improvements in IT reliability, efficiency, and employee satisfaction. The transition to managed IT services resolved key technology challenges, whilst creating a more seamless and efficient working environment for legal professionals across all locations.

- Enhanced hybrid working capabilities allow staff to remain productive from any location.
- Increased employee satisfaction, with IT no longer a common point of frustration in staff interviews.
- Greater business resilience, ensuring smooth operations through uncertain periods, such as COVID-19.
- Stronger IT governance, with employee-led focus groups contributing to ongoing technology enhancements.

After five years of successful partnership, Attwaters renewed its contract with Quiss, reinforcing the value of the collaboration. The firm's commitment to continuous IT improvement has set it apart as a forward-thinking legal practice, ensuring it remains agile and competitive in a rapidly evolving industry.

The senior management team believe that the successful implementation of hybrid working and users' positive attitude towards the IT systems, was an important factor in the firm achieving, for the first time, a Sunday Times Best Places to Work award in 2024.

THE FUTURE

Attwaters' decision to continue working with Quiss reflects not only the trust built over the years but also a shared vision for the future. As the legal landscape continues to change, the firm remains committed to leveraging technology to improve client service, enhance operational efficiency, and create a more flexible and attractive work environment for its employees.

With a focus on long-term strategic IT planning, Attwaters is well-positioned to navigate future challenges and opportunities, ensuring it remains at the forefront of the regional legal sector.

Quiss is respected for its knowledge and deep understanding of technology and the legal sector, offering strategic advice to help shape the future of firms seeking a more engaged and responsive technology partner that can make a difference in the real world.