



Case Study

Russell & Russell Solicitors

Russell & Russell Solicitors talk about their experience with ALB, the market-leading Practice Case Management system.

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.

What challenges were you facing that prompted you to implement a new Practice Management System?

We switched from an outdated competitor which was a legacy software that didn't receive any updates.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 did you choose Advanced and ALB?

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 Videss to ALB was also a factor.

How did the implementation of ALB go?

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.

In a sentence or two, explain the benefits you have seen from using ALB.

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

How has your usage of ALB evolved over time?

Greater use of workflows and reporting and 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.

What are your future plans for ALB?

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.

What does Advanced mean to you as a supplier?

Innovative, available and dependable!



Product >

ALB

Client >

Russell & Russell

About >

The traditions and values, which first established Russell & Russell as an early pioneer of legal services continues to serve us well today. We 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.

More information

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