

Harding Evans Case study

P4W helps Harding Evans save time, boost service delivery, and gain a competitive edge



About Harding Evans

With offices in Newport and Cardiff, Harding Evans has a 100 strong team of experienced solicitors and support staff. They provide specialist legal services across a wide range of both personal and commercial law.

The firm is very client focused, and they're proud to have won a host of awards. They also hold quality marks for 10 of their services.

Their Advanced experience

Harding Evans's PCMS was approaching end-of-life. They searched for a new digital system that would offer ease of use. Paul Aboy, Software Project Manager, explains:

"We reviewed several systems and P4W led by a large margin. The interface was key as it's so similar to Microsoft's - we knew that would help our users."

Paul says user feedback has been very positive, with many saying P4W's features have helped save a lot of time.

"One example is the Preview Screen. Instead of searching through document lists, clicking, and waiting for a download, users now have what they need in a couple of clicks."

Harding Evans was impressed that P4W integrates easily with many of the systems they use. Paul gave some examples:

"It takes less time to send documents through AdobeSign. Everything is ready to send within minutes of opening a file. That's much better for us, and our clients. TaskCentre also makes things easier. We've removed time-consuming processes like sending letters in PDF format, or submitting bills manually. It's a powerful change."

The firm has also become self-sufficient in terms of training and support.

"We followed the Advanced training plan. The documentation they provided was very impressive and now we can use our knowledge base for 80% of the queries we receive."

"Our users appreciate P4W's time-saving functionality, the way information is presented on the screen, and how they can configure processes to suit their way of working."

Paul Aboy > Software Project Manager > Harding Evans Solicitors

Why P4W?

P4W helps us respond to clients quickly, and to turn matters around faster. It gives us an advantage in a very competitive market.

Implementation process

Everything was delivered on time, according to our schedule. There were no major issues and deployment was smooth. Our hands were held whenever we needed them to be.

Communication with the Advanced team

Everyone we spoke to at Advanced has been very knowledgeable, and the support we've been given has been fantastic. Any issues have been addressed by the product team or helpdesk straight away.

What's next?

We're considering integrating the P4W Legal Portal next. We'll also use P4W's User Voice platform so we can see topics that are being discussed and voted on. We're interested in having a say on future development.