

KBG Chambers Case study



MLC Mobile has helped KBG Chambers to work more efficiently, and meet critical deadlines

About KBG Chambers

Located in the south-west of England, KBG is a forward-looking chambers that aims to offer services comparable with those obtained in major urban centres. With over 40 members, they offer a wide range of specialist advice and representation within their Criminal, Family, and Civil groups.

They have a Tier 3 ranking on the Western Circuit for Family Law, with the Legal 500 stating KBG Chambers have a real depth and breadth of talent. They have 12 members who are ranked on an individual basis in the Legal 500 2022 edition.

Their Advanced experience

KBG Chambers wanted to extend their mobile work capabilities, giving members the ability to easily access any information they needed when they were travelling, working from home, or in court. Not only would this be significantly more efficient for members, but it would also free up clerk's time taken to regularly provide updates and information. Colin Palmer, KBG's Senior Clerk explains:

"We needed a web-based task management tool. Our members needed immediate access to critical information like diaries, schedules, reports, or contact data, as well as the ability to email directly from MLC - no matter where they were."

They decided to trial Mobile MLC and members were asked to use it for a couple of months to see if it was something they wanted to invest in. More than 80% have chosen to adopt it.

"Time is saved when you can get required information from any internet enabled device. Now everything users need, including diaries, payment summaries, contact data or reports, is available."

Booking in prep days or checking payments regularly is a lot easier. When tax or accounts are due, the information is on hand, with no need to chase for it. Deadlines are far less likely to be missed.

"When on holiday, I assisted a member who was on emergency leave. I had the information he needed on my phone, so I put him on speakerphone while I checked his diary. That was so useful, as previously I wouldn't have had that facility without carrying a laptop."

A photograph of Colin Palmer, Senior Clerk at KBG Chambers, wearing glasses and a white shirt, looking at a laptop. A woman is partially visible next to him, also looking at the laptop.

"If you have members who are slow at billing, or perhaps barristers that have very big cases that go on for a long time, MLC's billing system can assist you in keeping billing up to date."

Colin Palmer, Senior Clerk, KBG Chambers

Why MLC Mobile?

"It's flexible, so users have their own particular reasons why they like it. Members have all the relevant information they need now, not just on phones, but on any device with internet access."

Implementation process

"Having the opportunity to trial the product before fully committing was fantastic. Advanced have been great and I can't fault the MLC support team."

Communication with the Advanced team

"The MLC team regularly inform us about the latest updates. One-to-one conversations with people who take me through new functions have helped ensure the best performance for members and my clerking team."

What's next?

"MLC Mobile is a great product, and future developments are going to give us even more. Soon, our clerks will have financial information available to them, which will be very useful."