

## MacRoberts: Improving Efficiency Using Numara FootPrints!

When leading Scottish law firm, MacRoberts came across Numara FootPrints, they immediately knew it was time to replace its existing Service Desk solution with Numara FootPrints.

### Business Driver

A need to improve workflow processes within the practice, allied to the availability of ready to use templates for application development and improve service call management.

### Industry Sector

Legal

### Why Numara Software?

Ease of implementation and immediately-usable functionality; use of templates; ability to link service calls to 'global issues'; improved service desk resourcing and manageability; improved process workflow; out of the box simplicity.

### Business Benefits

Saved the firm time and money and today it delivers a more efficient and effective service to users. Additionally, MacRoberts intends to extend the use of Numara FootPrints beyond ITSM and into other parts of the business.

### Background

MacRoberts LLP is a full-service commercial law firm, with over 40 partners and 260 staff working from offices in Edinburgh and Glasgow. It is committed to delivering the very best service to its clients, who include public and private sector companies, banks and other financial institutions, government and other public sector bodies and private individuals.

Established over 150 years ago, MacRoberts, through its offices in Edinburgh and Glasgow, provides quality legal services in a prompt, efficient and friendly manner. Above all else the firm values the delivery of the highest quality of service to all of its clients.

Its main areas of expertise are banking, finance, real estate, commercial dispute resolution, construction, corporate, corporate recovery, employment, energy, environment/planning, pensions and employee benefits, PFI/PPP, private client, technology media and communications, sport and transport.

### MACROBERTS

*“Although we were not looking to replace our service desk solution, when we saw Numara FootPrints, we liked it, we needed it and we wanted it, and the pilot implementation we ran confirmed that.”*



## Making an unexpected Service Desk upgrade

MacRoberts' IT environment comprises around 300 users with the IT department taking around 4,000 calls a year. With prompt support for lawyers and their clients a priority, MacRoberts' IT team found its hands being tied by a proprietary, generic solution, CallTrak from Coherence. That meant key information for calls was being lost, in many cases, it was easier to write the information down than try and log it in the system.

IT manager for MacRoberts LLP, Robert Crichton explains:

***“Ineffective internal administration for a legal firm costs the business money. We are keen to deliver a cheaper and improved service each year and having a clear view of your calls taken and those outstanding is critical in providing support to our users. We have two full-time Service Desk staff, two engineers, one full-time trainer, and myself. In the past, it has taken longer to fix calls, and there were times when it was easier just to get on and tackle the call without worrying about logging it because the software was such a headache to use.”***

Despite that situation, Crichton was not specifically looking to replace his existing service desk solution when he visited an IT show aimed at providing software for the legal sector in February this year.

***“I went to the show, mainly to look at digital dictation software. I visited the Numara Software stand just out of interest and was there two hours seeing a very able and credible demonstration of Numara FootPrints. I hadn't gone to the show looking for anything like Numara FootPrints, but afterwards, we were excited about its out-of-the-box simplicity.”***

## Making the most of its Service Desk resources

To meet its Service Desk demands, MacRoberts has enabled some of its administration staff to solve users' basic problems such as password resets. That frees up the IT team to deal with more challenging issues, which is where Numara FootPrints will help in being able to provide more effective management information and reporting capabilities, as Robert Crichton explains.

*"We delegated some of the basic calls to our secretaries – we now call them super-secretaries – which has empowered them to solve some problems. One of the important areas for us to tackle is resource management. We are not operating a paperless office, but we are 'paper-light' and all our filing is electronic. As well as being green, it also means we are cutting our costs. We typically print to mailboxes, and one of the frequent issues we need to tackle is how to release a print job to the printer. The more technical, hardware-related issues or problems such as the Internet being down will come to the Service Desk."*

## Putting intelligence into call logging

One of the key areas of interest for MacRoberts in using Numara FootPrints is the ability to utilise the software's features to provide additional intelligence in monitoring calls. Robert Crichton continues:

*"Having had a service desk application that no-one wanted to use, we have now gone to the next stage, where all calls will be logged and we can see the overall service picture. We can see if anyone's got back to users when they've had a problem. One really good feature is to be able to link calls to an underlying global issue, which puts intelligence into our relationship with our users. So, for example, if a network switch is failing, that is likely to affect anyone trying to write an email in Outlook, and we can keep our users informed of the problem and let them know when it is solved."*

## Using Numara FootPrints templates to develop applications outside of ITSM

Another important area of development for MacRoberts is to have the ability to quickly develop its own applications on the fly to suit the ongoing process needs of various departments within the firm, including Human Resources and Facilities Management. Robert Crichton takes up the story.

*"Numara Footprints has a number of templates that we can develop for our own application needs, ranging from solutions for the management of the firm's facilities to HR. It's clearly not a one-trick pony Service Desk solution, and its project tracking architecture offers enhanced capabilities."*



*Using the prebuilt templates, we can, for example, go off and write our own facilities management workflow engine. It is that sort of very useful application that enables us to provide a better level of service to our internal customers. Numara FootPrints has a powerful workflow engine and it is up to us now to use it to develop workflow applications around the needs of our clients, or for applications which can be used outside of ITSM. For example, one of the areas we are lining it up for is room and resource booking."*

## Looking ahead

Robert Crichton expects Numara FootPrints to help MacRoberts continue its ongoing use of the ITIL service management framework, which Numara FootPrints is compatible. Three months on from what has been a straightforward implementation process for Numara FootPrints, Crichton is excited about the possibilities the software offers MacRoberts.

*"Numara FootPrints has been in for three months now. Although we were not looking to replace our service desk solution, when we saw Numara FootPrints, we liked it, we needed it and we wanted it, and the pilot implementation we ran confirmed that. The management information and business intelligence it will offer us increases the value-add and additional services that we can provide to our internal clients, and that enables MacRoberts to improve our efficiency, cut our costs, and continue to punch above our weight in the Scottish legal market."*



About Numara Software

Founded in 1991, Numara Software is a global provider of service desk management solutions. Its flagship products, Numara Track-It! and Numara FootPrints, support over 50,000 customer sites worldwide making it the leader in this market for small to mid-sized enterprises.



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