

Case Study

Providing quality management information to partners

Client: Kennedys

Sector: Legal

Project: HR Pro

Leading law firm Kennedys has been able to streamline its HR Processes and provide quality management information to partners thanks to Advanced Business Solutions' specific legal sector HR software solution.

Founded in 1899, Kennedys is known primarily as a leader in dispute resolution, both nationally and internationally. Insurers fund much dispute resolution, but Kennedys also assists major companies in construction, manufacturing, transport and banking with dispute.

Kennedys has 83 partners and directors and over 450 staff. In the UK Kennedys has offices in London, Chelmsford, Cambridge, Belfast. In addition they have an office in Madrid and two offices in the Asia-Pacific region in Hong Kong and Auckland. They also have an active network of associated offices around the world situated in Dubai, Dublin, Karachi, Mumbai, New Delhi, New York, Paris, Sydney and Warsaw.

Kennedys is a vibrant practice. The firm has expanded considerably over the last 15 years, largely as a result of organic growth and lateral hires made to strengthen key areas of expertise. The HR function includes a team of 10 based at their head office in London.

Kennedys
Legal advice in black and white

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Claire Bissagar, HR Assistant commented:

Although not involved in the original purchase I was part of a project team of 6 that looked at HR Professional and other HR software solutions that the market had to offer at the time. However, after seeing HR Professional for the first time at a User Group meeting in London it was clear to me that other suppliers would be hard pushed to match the flexibility and comprehensive inbuilt reporting tool, which the latest offering, HR Professional, had to offer.

Established Customer

Kennedys has been a Advanced Business Solutions customer for over 10 years purchasing Advanced Business Solutions' legacy HR software solution in 1997, before upgrading to their latest offering, HR Professional in 2002. Kennedys HR software product champion,

Claire Bissagar explains: "Although not involved in the original purchase I was part of a project team of 6 that looked at HR Professional and other HR software solutions that the market had to offer at the time. However, after seeing HR Professional for the first time at a User Group meeting in London it was clear to me that other suppliers would be hard pushed to match the flexibility and comprehensive in-built reporting tool, which the latest offering, HR Professional, had to offer."

Legal HR Software

After an extensive review Kennedys opted for Advanced Business Solutions' specialised HR software solution for the legal sector including modules in Personnel, Recruitment, Training and e-HR. 10 people in the HR department are now using HR Professional extensively on a daily basis with 100 users across the company using the Self-service function of HR Professional. In addition Kennedys Hong Kong office is using HR Professional and their New Zealand and India offices are soon to roll the software out too.

Kennedys worked closely with the project team to develop an individually tailored system that would manage all of their Personnel, Training, Recruitment and e-HR needs.

In-built Report Writer

Claire has found HR Professional easy to understand and logical,

"All you need is common sense. Report writing is a cinch with HR Professional".

She is also impressed with the value it adds to the role of HR.

Claire continues: "Partners are constantly demanding management information from HR and it is important that we can provide them with the facts. HR Professional's in-built report writer provides us with the ability to run off one of the many standard reports or write a new report ourselves. If a partner requests information on lawyers or they want to find out the cost of absence to the firm, we have to deliver and HR Professional's reporting tool allows us to do this."

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On a practical level Kennedys run a report on weekly absence to enable them to ensure that there are sufficient resources for different tasks and that reception and switchboard are accurately informed as to staff whereabouts.

Claire initially found the idea of training on a new system daunting but it very quickly became second nature; and then you start having ideas because you know what [the system] is capable of. *"and if you can't do it, helpdesk can show you or it often comes out in the next development."*

Inherent Flexibility

One of the key features of HR Professional is its inherent flexibility and its ability to evolve with the firm as business needs and processes change. Kennedys, like other leading law firms, is continually expanding and has to adapt its business accordingly. Having the ability to create new fields, screens,

validations, calculations and even new primary databases allows organisations to make changes when they need to and they are not reliant on the software company making those changes for them. The time and cost savings are immeasurable.

e-HR /Self-service

Advanced Business Solutions' e-HR software, a new module for Kennedys has been rolled out to some of the firm already including 15 Line Manager access views and all employees via self-service, which Claire says has been a 'godsend' in freeing up HR time. Instead of HR receiving 10 phone calls a day from employees finding out what their holiday balances are, they are now only receiving one a week.

Recruitment Management

Kennedys run a comprehensive recruitment and graduate training scheme that is managed through HR Pro and 2006 will see a major streamlining of the recruitment processes. Mail merges, rejection / acceptance letters and contracts are all done through HR Professional. In addition, Graduates Trainees' movement between departments, seats and secondments is all tracked and monitored through HR Professional.

Evolving The System

Kennedys is working closely with Advanced Business Solutions to keep evolving their system and Claire feels there is no better environment than attending one of the User Group meetings. Claire says,

"The User Group meetings are an ideal forum to find out about all the latest developments and seeing the new features often prompts ideas for the future. It is also an ideal forum to meet with other customers from other law firms as well as meeting other HR Professionals from a variety of industry sectors to share best practice."

About Business Solutions

Advanced Business Solutions, an Advanced Computer Software Group plc company, provides leading integrated business applications and services that enable public, private and third sector organisations to retain control, improve visibility and gain efficiencies whilst continually improving corporate performance. It's award-winning software systems comprise core financial management, procurement, human resource and payroll systems, integrated with a range of collaborative, document management and business intelligence solutions. It also provides managed and bureau service options.

Advanced Computer Software Group plc is the UK's leading supplier of software and IT services to the health, care and commercial sectors. It comprises 3 main divisions and has 7000 customers and 800 staff worldwide.

For more information

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