

Independent View

Market
Quill's solution is deployed primarily in the small to medium-sized firm environment. Most popular in the sole practitioner and small firm bracket, it nonetheless has creditable take-up in the high street sector and also penetrates the medium and large practice sectors.

Features
The solution has been offered as a hosted model for over 10 years and the absence of capital purchase and ongoing maintenance costs has proved an attraction.
The solution offers all the features of a practice management solution and includes a wills, deeds and experts register as well as an undertakings register and full conflict and money laundering checks. Other features include: browser-based technology; BACS accreditation for the Pinpoint Payroll solution; free connectivity for Solicitors Accounts Rules accounting audits; online submission facilities to the Legal Services Commission, and practice management reporting and analysis features.

The solution has been developed essentially to replace the need for the employment of an in-house legal cashier, purchasing application software and the related and ongoing expenditure that involves, so presenting an opportunity for making real economies - a factor which doubtless explains its appeal, especially to smaller practices.

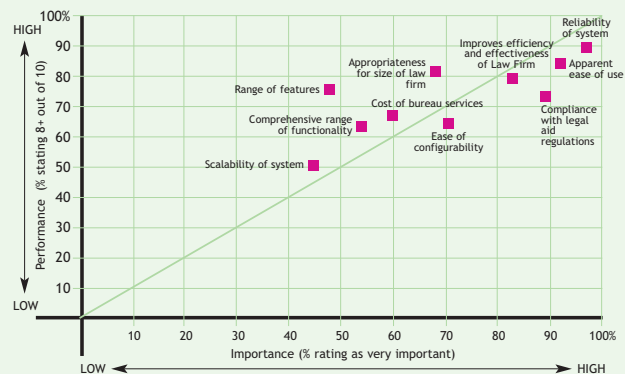
Other features include the facility for offering free access for the purposes of accountancy audits and mobile connectivity. Quill's business continuity plan allows a firm to access its systems and controls in the event of a disaster - a facility made possible through its hosted model.

A quarterly newsletter highlighting current and topical IT developments circulates to a readership both within and beyond its own business arena.

Developments
During 2008, Quill continued investment in its business continuity and disaster recovery plan and has now virtualised all its application and data back-up services.

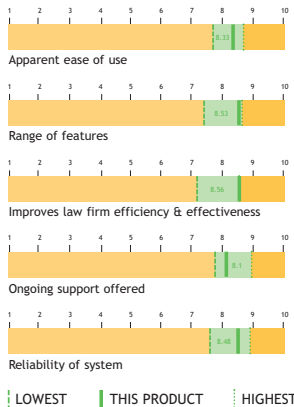
In early 2009 Quill expects to have in place an online call-logging and tracking service, followed by other new developments later on in the year, including document management/assembly and a client portal.

Product Performance Market research results

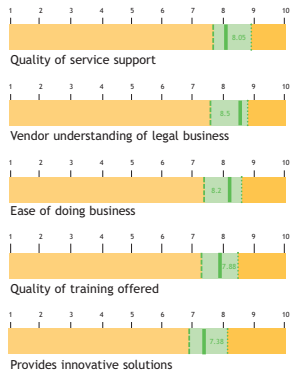


The Importance/Performance Ratio is a visual representation of each provider's performance on a range of product and company attributes in the context of what's important to the legal profession more generally. Attributes that score towards the right are perceived to be very important by the legal profession; those that score towards the left are perceived to be of much less importance. Scoring more towards the top right-hand corner is desired.

Product Satisfaction



Vendor Satisfaction



Panel Analysis

'Of all the suppliers', noted the panel, Quill 'seem to be closest to their clients'. The register of specialist accountants which they maintain, and the level of training which they now offer to cashiers, is unique', was another stand-out panel comment. The panel noted the introduction of an online case management system - Papercase - but it awaits a year of use to assess it. Smaller firms especially benefit from Quill's 'ability to provide support and guidance in relation to financial, SAR and LSC issues based on their function as an outsourced "financial manager"', the panel noted. Quill has also further improved its disaster recovery/business continuity planning capabilities. Cashflow forecasting, budget variance et al are 'good'. All in all, noted the panel, this is an 'innovative, developing, market-focused and rounded approach to outsourced cashing, case management, and financial management for small law firms', though obviously smaller firms are far from the sum of Quill's customer base.

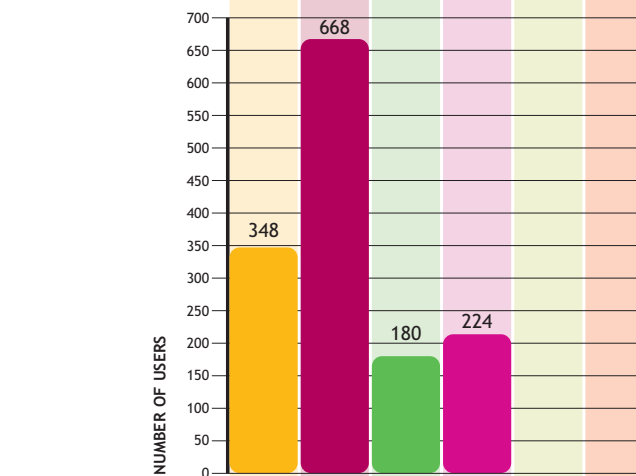
Product Pricing

PINPOINT	1	5	20	40	75
Number of Users	1	5	20	40	75
Cost (includes)*	£250	£950	£1952	£2640	£6513
Software Installation (days)	inc.	inc.	inc.	inc.	inc.
Project Management (days)	-	-	1	1	2
Training (days)	1	1	2	3	4
Annual Maintenance/Support Charge	inc.	inc.	inc.	inc.	inc.
Maintenance included in year 1	✓	✓	✓	✓	✓

* The cost illustrations are actual monthly charges for the Pinpoint service with the number of users relating to the number of fee-earners within the practice. There are no annual software maintenance fees for the Pinpoint service. The Pinpoint monthly charge is based upon the size of practice and type of work undertaken. The above figures assume a high street practice performing both contentious and non-contentious private work. The Pinpoint service can equally accommodate the needs of publicly funded and niche practices.

User Base

PINPOINT	1-5	6-20	21-40	41-75	75+	Top 100
Total firms 217	FIRMS 140	66	7	4		
Total users 1420	USERS 348	668	180	224		



PINPOINT	1-5	6-20	21-40	41-75	75+	top 100
	✓	✓	✓	✓	✓	✓
	Solo/Very Small 1-5 Users	Small High Street 6-20 Users	Medium High Street 21-40 Users	Larger High Street 41-75 Users	Commercial and Regional Firms 75+ Users	City and Major Regional Firms Top 100+ Firms

Managing Director's Statement



ANDREW SHERWIN
Director

For Pinpoint to come top in the category of 'improves efficiency and effectiveness of law practice' and to be judged the most improved supplier in the customer satisfaction index is a welcome endorsement of our service by our clients and the Law Society and defines what Pinpoint is all about.

Firms of all sizes and disciplines now accept the concept of outsourcing key practice functions as a means of saving money and time, but choosing the right supplier is vital.

With over 30 years' experience of the legal software market, we are well placed to help and guide practices through the current economic climate and the major changes being imposed by the LSC, SRA and HMRC. Recent new features and services from Pinpoint include cashflow forecasting, document assembly and management as well as access to the highest standard of BC & DR planning. Auditing accountants can now be given free secure access to the Pinpoint system thereby reducing risk and costs.

Pinpoint Interactive, our online application, is provided to practices free of charge, incurs no annual maintenance fees, and the commitment and enthusiasm of our teams ensure an unrivalled level of expertise behind the scenes.

The question practices are now asking themselves is not 'Should we consider outsourcing?' but 'When?'

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- 1-5
- 6-20
- 21-40
- 41-75
- 75+
- Top 100