

Capability Statement

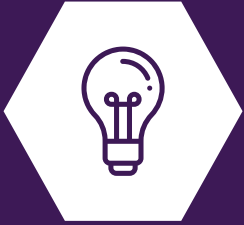
Alex Hutchison

Freelance IT Projects
Director for law firms



“The desire to increase efficiency and client experience with technology is one thing... Having the skills and expertise to deliver it is quite another. Alex has impressed at all levels of the business.”

Vicky Griffin, Practice Director, Potter Rees Dolan



A trusted expert

Alex has been a Freelance IT Projects Director, specialising in helping law firms with digital transformation projects since 2016. As a successful entrepreneur starting profitable businesses, Alex blends commercial awareness with an understanding of the challenges faced by small law firms, and how to solve them with technology.

The perfect marriage of technical and commercial capabilities

- Commercial mindset with a focus on return on investment.
- Sound business experience with the ability to influence board level strategy.
- In-depth knowledge of new and existing technologies in the market.
- Expertise in business process re-engineering to increase efficiency and productivity.
- Bespoke software and solution architect striving to integrate with firms' existing technology.
- Designer of easy-to-use systems with a focus on user experience.
- Change management expert working collaboratively to transform businesses.
- Skilled in vendor liaison, selection, negotiation, and management.
- Specialist in delivering comprehensive training to non-technical staff.
- Highly adaptable with the ability to tailor working approach to fit each business.



“After a thorough review, Alex was able to identify, design and oversee the implementation of a system which supported our business growth.”

Nas Patel, Financial Director, gunnercooke



An extension of your senior management team

What makes Alex different is that he will work on a freelance basis, as part of your senior management team. This means that he will get to know your business and what it's trying to achieve, and then transform it by delivering and implementing a tailored IT strategy. With this approach you enjoy the benefits of accessing a director-level technology expert at an affordable cost.



Achieving maximum efficiency

Alex starts each engagement by asking what needs to happen to ensure maximum, internal efficiency.

From a profitability perspective

Which elements of your workflow could be reduced, automated or removed altogether to stop expensive time being burned needlessly, to speed up turnaround?

From a cash flow perspective

How can you improve your billing processes to reduce lock-up and write-offs?

From the perspective of your clients and staff

How can you eradicate frustrations to improve your working environment, client experience, fee earner capacity, billable hours, and respective retention rates?

From a training perspective

How can the training be tailored to ensure your staff utilise new systems quickly, so you start seeing the results almost immediately?

From a recruitment perspective

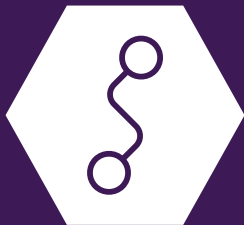
How can you ensure you have the right recruitment strategy to sustain your new levels of efficiency?

Are there any areas where it would be more cost effective to have someone in-house?



“Alex was instrumental in delivering our IT project successfully. We now see him as a long-term partner / advisor to the firm.”

Simon Leighton, Managing Partner, Croftons



The approach

Alex will scope, plan and oversee the delivery of your project to make it as easy and frictionless as possible.

The typical steps are listed below.

1 Deep dive

Getting under the hood of your business to understand how you operate, and your requirements.

2 Scope of work

Delivery of the proposed strategy and plan of direction identifying key parts of the business to be addressed to achieve maximum operational efficiency.

3 Detailed plan

Once the scope of work has been authorised, a plan detailing the required changes will be delivered. This will include the expected return on investment.

For example, integrating a new CMS module, which is expected to save 800 units per month.

4 Resource analysis

After the plan is approved, Alex will review your in-house technical resource. Should you require additional support, Alex will appoint and manage trusted freelancers

from his network. He has a bank of people that he works with to ensure projects are delivered affordably, and on time.

5 Delivery

The project commences with a focus on utilising the right resource, for the right tasks, to reduce the overall cost of delivery. This enables maximum progress with regular client updates.

For example, a recent project team delivery rate was c. £100 per hour due to the net cost of freelancers being used.

6 Training and support

The success of the project depends on delivering the right solution, and ensuring your team knows how to use it properly. Alex always ensures a firm has bespoke training to ensure maximum uptake, and maximum benefit for clients and their people.

This can be delivered in any number of formats, from formal, external training sessions, bespoke user guides, to ongoing support.



“Alex did an excellent job in understanding our people, and identifying a solution that met our bespoke needs.”

Mark Openshaw-Blower (Former) Managing Partner, Turner Parkinson.



Previous engagements

Alex has worked across a range of areas for different law firms, including but not limited to:

- Design and implementation of technology strategies.
- Ownership of technology related problems, projects, and challenges to address for operational improvements.
- Selection and implementation of new document, case/ practice management.
- Optimisation of existing case management systems.
- Selection and implementation of bespoke technology solutions for specialist areas, departments or tasks such as:
 - Paper-Lite
 - Client Portals
 - Digital Post
 - eSignatures
- Connection of multiple, legacy systems to allow for the automation of processes.
- Firm liaison and analysis to identify project areas which provide return on investment.



Walker Foster
Solicitors



gunnercooke



Testimonials available on request.



Low risk, high reward

- ✓ Working as your technology partner means that every project is approached with a sense of ownership and accountability.
- ✓ Any improvements proposed will undergo value analysis to ensure efficiency, productivity, and ultimately profitability can be achieved.
- ✓ Alex is 100% independent with no incentives to sell any products or services.
- ✓ He has a tried and tested approach as evidenced by numerous, satisfied, law firm clients.



Alex is so confident that he can add value to your firm that his services are provided with no recurring contract or complex termination clause. If he can't deliver for your business, you simply disengage.



It's good to talk

If you want to explore having an experienced Technology and Project Director working as part of your team, then book a no obligation chat with Alex today.

30 Minute introductory remote meeting (no charge, or obligation).



Book your remote meeting



Call Alex on 07980 767 570



ahutchinson@chathamgroup.co.uk



Connect with Alex on LinkedIn