

Boyes Turner

Law Firm Boyes Turner empowers Business Support with Sunrise

IT and Facilities Management streamline operations to provide excellent support for top International law firm.





Leading full service law firm Boyes Turner regularly works with many of the world's largest multi-nationals, as well as successful UK and European businesses. Its specialist teams are often ranked amongst the best in the UK, according to Chambers Guide to the Legal Profession and The Legal 500.

A Legacy of Excellent Customer Service

Providing excellent service to its customers is a given for everyone at Boyes Turner and this is also true for the IT and Facilities Management teams that support the staff and partners at the firm. However, when she first joined Boyes Turner to provide IT Support, Rachael Tomkins found manual processes, relying on emails and spreadsheets that simply didn't support the firm's aspirations to grow into a major law firm. While this approach was fine for a smaller company, as the business had grown and expanded it was



no longer an efficient way to operate. Also with such an informal system there was a danger that calls could get lost or forgotten. This in mind, Rachael, who is now Service Delivery and Project Consultant at Boyes Turner undertook a project to find a platform from which to provide a faster and more efficient way of managing IT support and so better supporting the business.

Streamlining Service Delivery

After a thorough evaluation of the market Boyes Turner selected Sunrise as the closest fit for its requirements. Rachael and her team particularly liked its ease of use, great look and feel and its ability to be configured to meet the firm's individual requirements. Initially procured for use by the IT



department it soon became apparent that Sunrise would also provide the ideal solution for the Facilities Management department.

Sunrise is now used across the IT department for managing Incidents and Problems, with plans to extend use to cover Change and Release management as well. With an effective system for managing requests, the IT department is now able to provide a full and highly efficient Service Desk function, while working on more proactive and strategic projects to ensure technology fully empowers and supports staff and partners.

For example, with Sunrise's Order Management, Boyes Turner are able to store information on the complete lifecycle of equipment across the firm. Sunrise tracks what is being purchased, cross referencing all data relating to purchasing, such as current and historic price information, approved products lists, part numbers, order status, split deliveries, signatories and the ultimate destination of equipment. Integration with asset register tools mean that the entire lifecycle of all equipment can be monitored and managed from a single place.



“ Sunrise is a great tool, which has certainly saved Boyes Turner both time and resources.... ”



Joined up Services from IT and Facilities

The Facilities management department uses Sunrise extensively to manage their third party contracts, and for more every day, but nevertheless important tasks, like managing tax and insurance renewals for the company car fleet. Reminders from within the system ensure that deadlines are never missed.

In addition, Facilities use Sunrise to manage the mobile phone estate, SIM cards and details of individual phones that are associated with each employee. Rachael Tomkins said; "Sunrise has provided a single Service Delivery platform for us to manage all our IT equipment and software through the IT and Facilities departments, enabling us to provide an end-to-end service across the entire organisation. Using the same platform that has been tailored to meet the individual requirements of each department ensures full integration between systems enabling joined up operations, as well as important economies of scale."

A prime example of joined up services is when a new joiner arrives. IT and Facilities are able to work together to ensure that all services for the new employee are ready in time, including office space/desk/chair, telephone, PC/laptop, mobile phone and other equipment required. Conversely, thanks to the Associations feature, if someone leaves, Rachael and her team know exactly what equipment they have and can advise HR as to what needs to be returned.



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One Stop Shop for Supporting Business Negotiations

Sunrise's Attachments feature enables both IT and Facilities to attach all the associated documents with any contract, for example, scanned copies of signed contracts, emails, correspondence and invoices. When it comes to renegotiating renewals all the documentation is in one place. Rachael explains; "When it comes to replacing equipment or renewing contracts we can see at a glance what we paid last time, which helps us with negotiations. The alerts feature means that we have plenty of notice of when a contract is up for renewal which again helps our negotiation position."

The powerful reporting options within Sunrise provide up to date and insightful information to the management team showing call volumes and work completed and in progress. The reports also help the firm to predict future resourcing requirements.

Looking to the Future

As Boyes Turner continues to grow as a business, so its use of Sunrise will expand. The next department looking to benefit from Sunrise is the Post Room. Currently the department receives a lot of requests for photocopying services, as well as the usual jobs like organising special deliveries, couriers and signed for items. Using Sunrise will enable the Post Room to manage and prioritise jobs better, and give management a high level view of work in the pipeline and completed.

When asked to summarise Rachael Tomkins said; "Sunrise provides Boyes Turner with a scalable Service Delivery platform for managing the back office business services for our firm. We are able to provide an effective Service Desk facility while ensuring that all office issued equipment is efficiently managed. Negotiations of contracts and renewals is handled centrally with all information easily to hand. Having Sunrise is a great tool, which has certainly saved Boyes Turner both time and resources. The streamlined IT and Facilities services which are aligned to business requirements has enabled our staff and partners to concentrate on what they do best, providing great services to our customers and growing our business."

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About Us

Sunrise Software has 20 years' experience implementing service management software that enables organisations to support both internal and external customers. The software is designed to meet industry best practice and is easily configurable to meet individual organisations' specific needs.

The software is browser based, making it easy and intuitive to use. It comes in several versions suitable for Customer Service

Departments that are speaking to external customers, IT departments providing technical and support services to the business, and other departments such as facilities management and HR/Payroll that are providing services to staff and managing third party suppliers. The software is available on-premise or as a Software as a Service/ Cloud solution and is used by numerous high profile organisations including Anglian Water, the NHS, University of Greenwich, Muller Dairy and many more.

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