



ADERANT Expert Case Study

Rodyk & Davidson LLP

Successfully Upgrading to ADERANT Expert Release 7.5

Challenges

Rodyk & Davidson LLP has a long history of using technology in innovative ways that deliver business value. The firm is the result of the successful merger of Rodyk & Davidson and HelenYeo & Partners in 2002. The merger made legal history in Singapore and it also instantly doubled the size of the firm, catapulting Rodyk into the ranks of the largest law firms throughout Singapore.

When HelenYeo & Partners bought ADERANT Expert in 2001, they were the first law firm in Singapore to select and implement ADERANT Expert (formerly CMS.Net), an integrated practice management system.

In 2002, the firm chose to use ADERANT Expert to manage its newly merged operations because of HelenYeo & Partners' satisfaction with the application suite. ADERANT Expert had delivered a tangible return on the firm's technology investment and ADERANT's application suite had a superior and deeper approach to integration, something that was critical to the HelenYeo & Partners, which had a regional practice. Rodyk's Managing Partner, Helen Yeo, also recognized ADERANT Expert's scalability and advanced capabilities compared to the other systems that the merger firm evaluated.

Since the 1990s, HelenYeo & Partners promoted the use of information technology to provide a robust foundation for all operations and to help lawyers and staff to deliver outstanding client service. After the merger, Rodyk continued to invest in technology solutions. The firm had added a disbursement application and a document management system (another regional first), and wanted to ensure that those solutions could work seamlessly with ADERANT Expert. ADERANT showed that Rodyk's disbursement system could be integrated so that it automatically—and correctly—posted transactions into ADERANT Expert.

To cope with its growing needs—both in terms of the size of its organization and its functional needs—Rodyk decided to upgrade to a more recent version of ADERANT's application suite, ADERANT Expert Release 7.5.

Results

Rodyk & Davidson successfully migrated to ADERANT Expert Release 7.5 in a timely manner. With the help of ADERANT's professional services team, Rodyk was able to complete its upgrade quickly, with the final switchover completed over the course of a single weekend.

Industry Recognition

Rodyk's innovative use of technology has earned the firm much deserved industry recognition. The firm has earned several awards recently, including:

- *Network World's Asia IT All Stars Winners 2008* for the most innovative use of technology to solve business challenges.

- Symantec's SMB Visionary Award 2008 for using technology to generate tangible business value.

- Asian Legal Business Awards 2008 – Crimson Logic Award for Best Use of Legal Technology

Overview

Rodyk & Davidson LLP is a full-service leading law firm with offices in Singapore and Shanghai and associated offices in Jakarta and New Delhi. The firm's team of more than 130 lawyers is grouped into five core practice groups: corporate, finance, intellectual property and technology, litigation and arbitration, and real estate.

Rodyk represents a diverse clientele in a broad spectrum of industries and businesses, and maintains strong working relationships with key public sector agencies and leading organizations in the private sector. The firm is dynamic and nimble, responding with timely and cost-effective solutions for its clients needs.

Seamless Upgrade

Since 2002, Rodyk has continued to take advantage of ADERANT Expert's rich features and functionality. Over the years, however, ADERANT continued to improve and enhance its application suite, adding new capabilities.

In 2008, Rodyk decided to upgrade to a more current version of ADERANT Expert—Release 7.5—to take advantage of those new capabilities, many of which resolved the issues the firm had with the older version of ADERANT's practice management system.

Rodyk worked with ADERANT's professional services team to upgrade from ADERANT Expert Release 5.0 to Release 7.5. The upgrade was successfully completed over the course of a single weekend. Rodyk's team switched over its application services and upgraded 300 PCs to ADERANT Expert Release 7.5 over the weekend.

The seamless nature of the upgrade was made clear on the following Monday: there was absolutely no disruption to Rodyk's operations.

Rodyk was impressed with how quickly and smoothly the upgrade to ADERANT Expert Release 7.5 went. Stated Mrs. Helen Yeo, Managing Partner for Rodyk & Davidson LLP: "I am very pleased with how well the migration went. It was truly seamless. Working with ADERANT's professional services team, we were able to complete the upgrade very quickly. Most crucially, our users have also been happy with the migration."

Essential Support

As a sophisticated firm, Rodyk also understands that there is more to selecting a software solution than simply picking the one with more features and functions or the most advanced technology.

Complex, mission critical applications, such as practice management systems, also require effective and responsive support organizations to help firms get the most out of their technology investment.

Continued Rodyk's Mrs. Helen Yeo: "When evaluating enterprise applications, one critical factor that carries a lot of weight is post-sale support. ADERANT's advantage lies in its excellent support infrastructure; one of the best among the software vendors our firm uses. Their support professionals have a deep understanding of ADERANT Expert, are extremely responsive, and quickly resolve any issues we have."

Plans for the Future

As a firm that prides itself on the innovative use of technology Rodyk is not planning on reducing its technology investments, even in the face of the economic downturn. The firm believes that economic slowdowns are the ideal time to maintain—or even increase—technology investments.

One reason to maintain or expand technology investments during a recession is time. Both IT staff and end users simply have more time during an economic downturn that can be invested in implementing and learning about new technology solutions. It is far easier to introduce new technologies when they will not overwhelm a busy IT team or, more importantly, cause timekeepers to have to take valuable time to learn new solutions and new ways to complete their work.

Another reason Rodyk believes in maintaining or expanding its technology investment is that the firm feels it will provide them with a competitive advantage when the economy improves.

Stated Mrs. Helen Yeo: "Rodyk's management direction has always been to harness the power of technology. While some businesses might be tempted to cut costs by reducing their investment in technology during the current market conditions, we see the advantages technology delivers and will seize the opportunity to invest in and leverage technology to better position the firm to leapfrog the competition when the economy improves."

Part of Rodyk's plans for the future includes using ADERANT Expert to increase the capture of billable time by allowing the firm's timekeepers to enter time using BlackBerry handheld devices. The firm is also interested in using ADERANT's alerting capabilities to streamline billing and improve cash flow by automatically notifying timekeepers when there is enough WIP to bill.