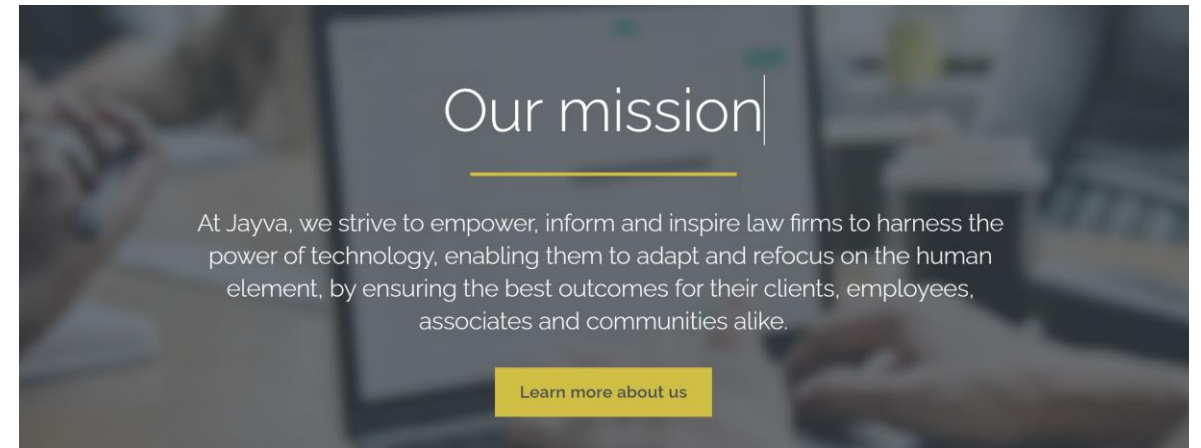# WHY PRACTICE MANAGEMENT SOFTWARE (PMS) PROJECTS GO WRONG

NICOLA MOORE-MILLER (JAYVA GLOBAL)

DAVID BASKERVILLE (BASKERVILLE DRUMMOND)

Technology strategists, problems solvers and 'doers'

JAYVA INTRODUCTION

- Independent software training and business consultancy specialist to the legal sector

- Legal accounting experts

- Experienced implementation consultants bringing the human element back to tech projects

- Aligning financials, data, tech, process and people

- Approaching its 10th year in business, with a global team across the UK, America, Ireland and New Zealand

- Small to mid-size law firm focus

- Worked with more than 2,000 law firms globally since 2014

Our mission

At Jayva, we strive to empower, inform and inspire law firms to harness the power of technology, enabling them to adapt and refocus on the human element, by ensuring the best outcomes for their clients, employees, associates and communities alike.

Learn more about us

Technology strategists, problems solvers and 'doers'

JAYVA ACCREDITATIONS AND SERVICES

- Legal accounts training and mentoring
- Super user and workflow training
- Case and document management training
- Best practice management training and ongoing support
- Workflow design and system customisation
- Data migration – technical and manual entry
- Accounts rescue and reconciliation services
- Project management
- MS Office training
- Business process analysis and remapping

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BASKERVILLE DRUMMOND INTRODUCTION

- Independent IT consultancy
  - Reviews
  - Selections
  - Implementations
  - Support
  - Training
- Founded in 2011
- Converted to LLP in 2021
- 5 consultants
- Its mission: To demystify law firm IT and be the trusted and independent technology advisor to UK-based law firms

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BASKERVILLE DRUMMOND SERVICES

REVIEW

We carry out detailed reviews that deliver an independent assessment of your current IT service and provide options to support your short and long-term business goals.

SELECT

We support firms in the Selection of the best solution be that Software, an out-sourced service or enhancement of internal skills.

IMPLEMENT

In our experience, the most successful projects are those that we help to deliver, ensuring that you can maximise on our knowledge of your firm and the time spent in reviewing the requirements and selecting the right solutions.

SUPPORT

We are proud of the fact that many of our client engagements far outlast the initial project, and we are often retained to provide longer term strategic support.

TRAINING

We support you in ensuring your team are properly trained on how to get the best out of your investment in technology.

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AGENDA

- Selection of a new system

- Communication and staff engagement

- Project management requirements and approach

- What is meant by data conversion and considerations which are needed

- How to rollout training and achieve user acceptance & adoption

- First things first

Technology strategists, problems solvers and 'doers'

WHO WE WORK FOR

Technology strategists, problems solvers and 'doers'