



LET stabilises it's IT and Improves Customer Service.

The Client

The RCJ Citizens Advice Bureau, a registered charity, was established 30 years ago to provide Free, Confidential, Impartial legal and procedural ad-vice and assistance to anyone who is a litigant in person in the Royal Courts of Justice and the Family Law Courts regardless of their race, gender, sexuality or disability. Operating from two offices in central London with employed lawyers, supported by volunteer solicitors from over 60 law firms, they provide free advice on civil law and family matters that are dealt with at the Courts on a daily basis. In addition, the Bureau provides general ad-vice on all areas of social welfare law to its clients, operates a specialist debt and bankruptcy advice service and runs a project providing support to victims of miscarriages of justice on their release.

The Challenges

As a charity the RCJ Advice Bureau have existed on grants and donations and so budgets are always tight, generally being stretched to do more than in a commercial business. Originally their IT network and systems were un-reliable at best, struggling to support the day to day business operations adequately. Though supported by the best efforts of an external Law Firm's IT department with an internal administrator providing some limited assistance they did not have access to the right skills and knowledge to either solve the many problems or plan and implement effective IT solutions for the future. This needed to change quickly if they were to thrive and meet their ambitious goals! Cathy Kane joined at about this time to head up operations with responsibility for Finance, HR, Buildings, Facilities and IT, she said "**Our IT was not in a good state and needed everything bringing up to date. Email services could not be guaranteed.**"

The Solution

Initially LET carried out an audit and assessed what they had, improved the configuration, processes and procedures regarding who would be allowed to do what on their systems, as this was part of the cause of the problems. In addition LET took control by providing an effective, proactive support service, initially on a cost per call basis due to the limited funding available. This was not ideal for either party and Cathy Kane was appreciative of LET for supporting them in this way. Cathy said that by working closely with



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Leading Edge Technology as part of this initial process, a roadmap was developed in line with RCJ's overall strategy, identifying the areas that needed most attention and where best to invest future, limited spending on IT development. She went on to say, once the system was stabilised it was brought up to date to reflect current standards and technology and the on-going support moved to a fully contracted service, LETcare which is for their 2 servers, network infrastructure, and 30 plus Desktop and Laptop PC's and Printers.

In 2009 the manual appointment booking systems, a key part of the day-to-day operations of the RJC Advice Bureau was deemed in need of modernisation and had to be replaced as demand for services increased.

Cathy's vision was for a 21st century IT solution and worked with LET to develop and implement a Microsoft Sharepoint based "Virtual Booking System" accessible via their Intranet for all authorised personnel. This has now been implemented and has transformed the level of service Cathy and her teams are able to provide. She and her staff have been instrumental in providing both feedback and input to the development team at LET and now have a truly effective solution which meets their exact needs.

"With the invaluable help of Shaun McKay and his team at LET the new Virtual Booking System we have now has significantly im-proved our level of service, for all who need to use us. In addition the solution provides other important capabilities in the access to and internal sharing of information, documents and work schedules, this is really fantastic and just where we needed to get to", said Cathy Kane

The LET Advantage

Leading Edge Technology Ltd is an established and highly referencable IT Infrastructure solutions and services provider to businesses and organisations which prefer not to manage all or part of their IT and Telephony needs. The key to much of their success is the flexibility to tune their Service and Support to work effectively with each client, whom they recognise have unique requirements.

With proven ability to provide IT management and advice, systems and net-works design, implementation and support, addressing key areas such as: Fully Managed Services, Data Back-Up and Management, Business Continuity Planning and Execution, Revitalised and Improved Networks through Virtualisation, Cloud Computing and Unified Communications.



The benefits they provide are summarised as; Reduced Cost of Ownership with Improved Performance, Increased Efficiency and Greater Security in all that their clients do. Shaun Mckay, Director of LET said ***"we have enjoyed working with Cathy and her people and find it particularly satisfying to have helped her create an IT environment which reflects the needs of a modern operation with very limited resources."***

The Benefits and Results

Since LET took responsibility for the IT Systems RCJ Advice Bureau has gained in many ways. Financially the costs have been much more effectively deployed as an operational expense rather than capital and in return the business benefits significantly from the breadth of skills and knowledge of LET as a true IT partner.

Cathy said that by sharing their knowledge with us our ability to do more for ourselves has helped improve our efficiency.

Cathy Kane, Director of Operations said in summary ***"Information Technology is vital to us and by working with LET we have a true partner who has helped us achieve outstanding progress. I no longer have to worry about IT as I know I can depend on them"***.

This has freed up her time to help the Bureau achieve ***Investors in People*** recognition (one of only 3 Citizen Advice Bureaux) which is a significant accolade for a Charity.

The overall improvement has been such that at a recent trustee meeting, it brought out the comment

"We need to pinch ourselves to make sure we're not dreaming that our IT is working so well!"

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