

SEVERAL HORNBILL CUSTOMERS SCOOP PRIZES IN THE LEGAL TECHNOLOGY AWARDS

Submitted by: PR Artistry Limited

Thursday, 19 February 2009

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Halliwells' IT department retains title of City/National IT team of the Year following implementation of Supportworks as part of its service improvement programme

A host of Hornbill customers in the Legal Sector have recently been recognised at the Legal Technology Awards 2009. Not least of these winners is the IT department at Manchester-based law firm Halliwells, which has been named as City/National IT Team of the Year for the second year running, claiming its success was greatly assisted by implementing Hornbill's Supportworks as part of its IT strategy. Halliwells won the accolade for a number of new systems developed and in addition to the Team win, was Highly Commended in both the City/National IT Director category and Most Client Focused Law Firm. Halliwells states that Hornbill's easy to use system for capturing and reporting statistics on incident, problem and change management has enabled the IT team to deliver successfully on its Continual Service Improvement programme.

The Legal Technology Awards are presented in association with the Legal Technology Journal and recognise and celebrate excellence in the provision and implementation of technology solutions for the benefit of legal practice. Other Hornbill customers achieving recognition include;

- Taylor Wessing won CSR/Green IT Initiative of the Year
- Wragge & Co won Most Client-focused Law Firm of the Year
- DLA Piper won Fee-earner Desktop/Portal of the Year and Highly Commended for International IT Director of the Year
- Blake Laphorn, Highly Commended for the Regional IT Team of the Year

Hornbill customers also shone in the Supplier Awards categories:

- TFB winning Integrated System of the year
- Tikit, Highly Commended as Technology implementation of the year.

John Salt, Head of IT Service at Halliwells LLP, winner of National IT Team of the Year said: "We had a two-part strategy for 2008, and Hornbill's Supportworks was of central importance to the 'service optimisation' part. In particular our Continual Service Improvement programme relies on the powerful way we can generate metrics from the data within Supportworks. Thanks to the ease with which Supportworks supports our processes, all the records (such as incidents, problems and changes) get entered, so those metrics come to life.

"We're the first to achieve City/National IT Team of the Year for two years running and

Supportworks' role has been crucial to both years. We would like to commend Hornbill for making such a good product and providing the service to support us.”

Gerry Sweeney, CEO of Hornbill Systems commented, “Congratulations to all of these organisations for their achievements - we are delighted to see so many of our clients in the Legal sector win awards for their IT service delivery. It is a credit to the IT teams that their IT strategy is focussed on delivering results that benefit both their clients and the business. Hornbill's Supportworks has been designed to provide service desks with the necessary tools that are easy to use, to both proactively manage their service delivery, as well as provide service to their customers, whether internal or external. We work with clients to enable them to effectively integrate Supportworks with their systems and processes to maximise their return on IT investment with high productivity gains and provide a seamless service to their end users.”

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NOTES TO EDITORS

The Legal Technology Awards

The Legal Technology Awards recognise and celebrate excellence in the provision and implementation of technology solutions for the benefit of legal practice.

Today's law firm is a 24/7 commercial organisation, responding to its clients' demands and their expectation of instant access to legal advice and exemplary service. Without the continued advances in legal technology, law firms would not be able to offer their clients the immediate access to the precise, up-to-date information they require. The efficiencies gained by ever-improving systems and services underpin the drive for profitability and recession proofing of today's commercial law firms.

The Legal Technology Awards are in association with the Legal Technology Journal, the leading journal for legal technology thought leaders.

For more information, please visit: www.legaltechnologyawards.co.uk

About Halliwells

Haliwells is a commercial law Firm, with offices in Manchester, Liverpool, London and Sheffield. It is committed to the supply of legal services in a pro-active, efficient and commercial manner, which adds value to its clients' businesses.

For more information please visit: www.haliwells.co.uk

About Hornbill Systems

Service Management software from Hornbill enables organisations to provide excellent customer service while benefiting from the economies of consolidation on a single technology platform. Supportworks' service desk templates are designed for rapid deployment within any employee or customer support environment, including ITIL-compatible IT Service Management, IT Helpdesk, Customer Service, HR and

Facilities Management with the flexibility to build additional desks at minimal extra cost. Hornbill's software supports thousands of commercial and governmental sites worldwide. Hornbill Systems was founded in the UK in 1995 and has US offices in Dallas and New York.

Hornbill has earned many industry accolades including; Service Desk Institute "IT Service and Support Technology Supplier of the Year" for 2008, "Best Business use of Support Technology" with Sharp Electronics and "Support Excellence Award for Smaller Helpdesks" with Camelot in 2005.

High profile customers include Atos Origin (Athens Olympics 2004, Torino Winter Olympics 2006 and Beijing Olympics 2008), Buckinghamshire Hospitals NHS Trust, London Borough of Waltham Forest, Greggs, London Metropolitan University, RSPB, Chubb Insurance, House of Fraser, Halfords, The National Archives, and Camelot.

For more information about Hornbill's solutions please visit <http://www.hornbill.com/>

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