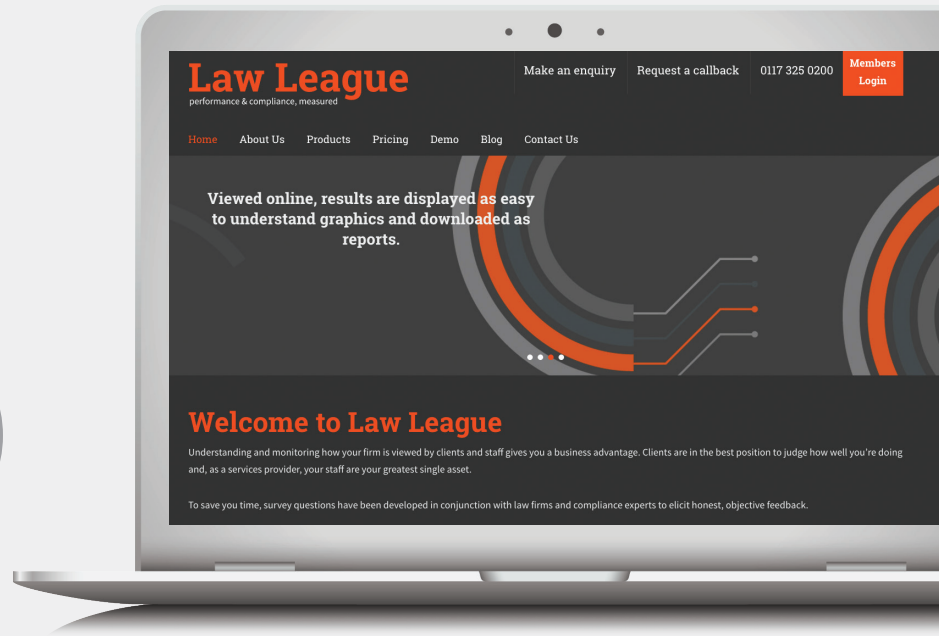


Law League

Case Study



Website

www.law-league.com

Services provided

Performance and compliance measurement tool



Law League has already proven to be an effective tool for law firms. By making the move to focus on client feedback to develop their firm, Law League users have noticed a significant improvement in their firm's performance.

Not only that, but staff satisfaction has greatly improved. Law League users Fiona Curnow, Marketing Director at Gardner Leader Solicitors, and Laura Jones, Marketing Manager at FBC Manby Bowdler Solicitors gave us some feedback on their experience.

The Process

"It was easy and straightforward to set up and use. It allows us to run reports weekly. The dashboard provides a good visual aid."

Laura Jones
Marketing Manager, FBC Manby Bowdler

"We found it very straightforward to set up and use. Overall the layout is clear, it summarises everything really well and gives us all the information we need."

Fiona Curnow
Marketing Director, Gardner Leader Solicitors

What did you learn from client feedback?

Laura: “We have received positive feedback overall, especially in regards to good communication. Clients mainly ask us to simplify the process and talk in plain English. In some niche cases, clients required more information, which we have learnt from and have found ways to improve.”

Fiona: “We had very good client feedback, but using Law League helped us address how we could handle our enquiries better and where we could improve. It was a very streamlined process.”

What did you change?

Laura: “Since using Law League we are more able to set ourselves clear objectives for our NPS* scores.”

Fiona: “Law League definitely played a part in helping us improve our service. It pushed us towards analysing how well we responded to enquiries and whether we asked for enough information. Our process now runs more smoothly.”

What does Law League offer?

- 14 question client survey
- Compliance support with procedural client care requirements in Lexcel, CQS & WIQS
- Benchmark your results against other firms
- 22 question staff survey with logo and personalised message
- Unlimited use of surveys for 12 months
- Monthly, quarterly and yearly trend analysis
- Downloadable PDF files of your results
- Evidenced outcomes for SRA's Outcome Focused Regulation
- Real time reporting – access your results 24x7
- Tracks NPS, a leading indicator of client satisfaction.
- Allows you to pass reviews over to Review Solicitors to boost SEO.
- And at only £2,000 +VAT p.a. for the Complete package it's a wise investment in your firm's future.

Results

Laura: “Law League has allowed us to collate feedback quickly and easily in order to help future clients and better our business.”

Fiona: “Using Law League has helped us gain more of an understanding of our clients and what exactly they expect from us.”

* Net Promoter Score - www.netpromoter.com

