

## **KEYHOUSE RISK MANAGEMENT SEMINAR 2010**

WEDNESDAY 6<sup>TH</sup> OCTOBER 2010 – (10am to 1.30pm)  
AVIVA STADIUM, LANSDOWNE ROAD, DUBLIN 4







# KEYHOUSE RISK MANAGEMENT

## OVERVIEW

BRIAN SWEENEY










# Keyhouse Risk Management Seminar

Risk Management		
Agenda		
10:00 - 10:15	Keyhouse Risk Management Overview <i>Presented by Brian Sweeney</i>	
10:15 - 11:00	Introduction to Risk Management. <i>Presented by David Rowe (Outsource)</i>	
11:00 - 11:15	Break	
11:15 - 11:45	Overview of Standard Operating Procedures <i>Presented by Brian Sweeney</i>	
11:45 - 12:30	Risk Management Software Features <i>Presented by Brian Stephen Keogh</i>	
12:30 - 13:00	Q & A followed by a 1 minute QUIZ	

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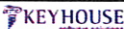
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Risk Management		
Risk Management Overview		
➤	Our aim is to help clients deal these new challenges.	
➤	Met with the Insurers to get some clarity in Jan 2010.	
➤	Their view - all firms should have Case Management as a basic requirement.	
➤	Changed conditions require changes in work practices for Partners & Fee Earners.	
➤	Research shows that Case Management can deliver major efficiencies and reduce costs.	
➤	Effective Risk Management will lead to better work quality, happier clients and increased profitability.	

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Risk Management		
Risk Management Overview		
➤	Objectives today.	
➤	Highlight new and current features in Case Management.	
➤	Highlight new and current features in SAM3.6 Accounts and Time Recording.	
➤	Highlight the fact that the implementation of these systems and procedures are good for you and your firm.	

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# INTRODUCTION TO RISK MANAGEMENT

DAVID ROWE

OUTSOURCE



**out • source**







## What is Risk Management?

“Managing the potential for loss through an inability to meet business objective” – Lexcel

Or

The identification, assessment and prioritisation of risks followed by the application of resources to minimise the probability and impact of those events



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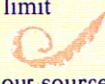
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## What is Risk Management?

What can go wrong and what is the potential damage caused?

How can I limit the number of things going wrong?

Accepting that things will go wrong - what systems and control can I put in place to limit the effect of things that do go wrong?



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## Risk Management – the build up

- Volumes of business up year on year (until 2007)
- PI insurance premiums fell (less premium for more risk)
- Firms found it difficult to service the volume - shortcuts taken
- The financial dynamics of property markets changed almost overnight



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### **the build up cont'd**

- Clients and financial institutions started looking for potential escape routes and made claims
- The profession saw a significant increase in claims against it
- The insurers began incurring significant losses
- Premiums increased
- Insurance companies began to take a more selective approach

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### **the build up cont'd**

- Insurance companies became interested in the risk profile of the profession
- When they looked they did not like what they saw and now regard the profession as high risk and substantially unmanaged
- Now likely to insist on firms managing risk

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### **The stakeholders - the insurance companies**

- See solicitors as high risk, following high claims
- Will pick and choose
- Will look for systems to mitigate risk
- Will audit their clients
- Want to work with firms to improve their risk profile
- Accept that problems occur, looking for post loss corrective actions

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### **The stakeholders - The Law Society**

- Looking to establish a panel of approved risk management providers to the profession
- A standard or more likely a number of standards will emerge
- Assisted all but 13 firms in getting cover last renewal
- Are concerned that the profession adapts to the mindset of the insurers and changed market conditions

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### **The stakeholders - the profession**

- Trading conditions difficult and feel they cannot take more of a burden
- Renewal in December 2009 very difficult, multiple forms, uncertainties in getting cover at all and huge premium increases
- Feel overregulated and see risk management as more of the same

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### **The key areas to address**

#### **QM Essentials**

- Taking on clients
- File management
- Regulatory compliance
- Risk management

#### **QM Excel**

- Use of IT
- Managing people
- Financial Control
- Practice Management

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### **Taking on clients**

- Who and on what terms
- Can we do the work?
  - Resources and expertise
- How do we staff it?

#### **Policies needed**

- S68 letter
- Conflicts of interest policy
- Engagement letter
- Anti-money laundering policy



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### **File management**

- Are their appropriate controls before taking on a new matter
- Does the firm have a case management system
- Is work supervised at the appropriate level as the matter progresses
- Are files subject to peer review
- Does the firm use a standard set of precedent documents
- Is there a system to ensure key file deadlines are met (e.g. Statute of limitations)
- Are there controls around granting of undertakings
- Is there a defined file closure procedure



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### **File management cont'd**

#### **Policies and documents required**

- Defined file opening procedures
- Defined file closing procedures
- Standard precedent bank
- Case diary/case management system
- Register of undertakings



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### Fees

- What is an appropriate fee and can we vary it if the scope changes?
- Is the fee quoted likely to lead to profit?
- Who will pay us and when can we bill?
- Policies needed
  - Billing/WIP policies
  - Credit control procedures
  - Budgets



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### Use of IT

- Protection of client confidentiality
- Calendaring, documenting and managing deadlines
- Utilising technology as a safety net and to aid production of routine legal work

#### Policies needed

- Back ups
- IT and computer usage policy
- Disaster recovery plan



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### Managing people

- How do you recruit? How do you verify?
- Do you hold regular team meetings?
- Do you review others work for standards?
- Do you require solicitors to keep CPD records and insure they are adequately trained for their area of work.

#### Policies needed

- Contract of employment
- Office manual and staff manual
- Training policy
- Appraisal and annual review



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### Financial control

- Do we have a proper accounting system
- Is there appropriate supervision of the bookkeeping function
- Are client accounts reconciled on a regular basis
- Does the firm monitor its financial performance on a regular basis
- Is there adequate control around the banking process office/client

#### Policies & documents needed

- Industry/specific accounting package
- Defined job description for bookkeeper
- Regular management accounts
- Budget
- Up to date bank mandates

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### Practice structure

If you are a partnership do you have a partnership agreement?

Who manages the practice?

If you are a sole practitioner how do you deal with continuity?

Do you have defined roles and an organisation chart?

What is the reporting structure?

#### Policies and documents needed

- Partnership agreement
- Organisation chart
- Job descriptions
- Management structure

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### The factors determining your insurance premium

- Your claims record
- The areas of law you practice in
- The size of your firm
- The number and location of offices
- Supervision levels
- Fee income
- Your excess
- Your commitment to best practice and risk management
- Professional disciplinary record
- Complaints record

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### Reasons for claims

Many claims stem from poor administration and lack of supervision. Common problems include

- Failure to comply with time limits causes over 60% of personal injury claims and 30% across other areas of work
- Communication problems with the client
- Lack of supervision
- Cases being handled at too low a level
- Delay, often caused by inexperience, stress or overwork
- Breach of undertakings



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### What can you do?

- Nothing and wait for the panic
- Put in place your own controls and systems
- Sign up to a standard
- Have a Risk Management Audit done
- Differentiate your firm



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### Our insurance contacts

- Liberty – auditor
- RSA – joint auditor
- Chartis – standard approved

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- Excel - standard approved
- SMDF – standard approved
- Quinn – standard approved



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### How to attract insurance companies

- Treat renewal as a priority
- Act well in advance of renewal date
- Make integration of risk management systems a key component of renewal strategy
- Take responsibility at senior level
- Demonstrate willingness to meet required standards
- Engage with recommended consultants
- Obtain audit specific to firm
- Sell yourselves
- Treat it like a business tender



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### How to minimise premia cont'd

- Keep all your options open
- Target the likely insurers through the right medium
- Do not use multiple brokers to the same insurer
- Look at your insurer as a long term partner – try not to change every year
- Go forward with a risk management standard achieved or having signed up to achieve one.



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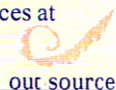
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### Common myths

- Risk management is a bureaucratic exercise of no value
- Risk management is an event you have to comply with once a year
- Doing nothing is an option
- The insurance companies insist on a particular provider
- All panel members offer similar services at a similar cost with a similar approach



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### **The Outsource risk management team**

- David Rowe – Managing Director
- Declan McPhillips – Head of Risk Management services
- Other risk management team
  - Michael Tyrrell
  - Julie Brennan
  - Gerard Brady
  - Sinead Edwards



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### **Conclusions**

- Risk management is not a one year wonder, you do not have a choice
- Embracing it probably means a change in culture and style
- A tick the box approach will not suffice, it must permeate through the firm
- There is a lot of work in implementing a risk management strategy initially and some to maintain it
- Managing, reducing and controlling risk is good for your firm, good for the profession, good for the insurer, and good for your pocket



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### **For further information on Risk Management contact:**

David Rowe  
Managing Director  
Outsource  
Hambleton House  
19-26 Lower Pembroke Street  
Dublin 2



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# STANDARD OPERATING PROCEDURES

## OVERVIEW

BRIAN SWEENEY









# Keyhouse Risk Management Seminar

## Risk Management



### What is a Standard Operating Procedure?

"It is a set of instructions covering those features of operations which lend themselves to a definite or *standardized procedure without loss of effectiveness*".

### What is its Purpose?

"First, they establish the tools and controls needed for a given task".

"Second, they provide a knowledge base for the business".

"Finally, they represent a definition of best practices that should be adhered too at all times".

## Risk Management



### How do SOPs translate to Keyhouse?

A *Standard Operating Procedure* is just a Caseplan or Workflow.

Caseplans reflect the tasks for a particular area of work e.g. Plaintiff Litigation or Probate.

A task can be as simple as a basic reminder or as complex as several documents being processed at key stages.

Standard Operating Procedures = Workflow = Caseplans.

## Risk Management



### Using Keyhouse for your SOPs


SOP for File Management

Associated Tasks for the File Management Procedure


Key	Action/Description	Assign	Case Type	Cost
1	Client Information Review	N	FL	F02
2	Client Identity & Money Laundering Check	N	FL	F02
3	Create File Cover & Labels	N	FL	ADW
4	Conflict Search	N	FL	F03
5	Disengagement Letter to Client	N	FL	F03
6	Review Steps	N	FL	F03
7	File Review	N	FL	F03
8	Peer Review	N	FL	F03
9	Close File Procedure	N	FL	F03
10	Complaint Procedure	N	FL	F04
11	Log Complaint	N	FL	F04
12	Notify Partner of the complaint	N	FL	F04
13	Letter to Client Acknowledging Complaint	N	FL	F04
14	Review Complaint	N	FL	F04
15	Complaint resolved Satisfactorily	N	FL	F04
16	Complaint resolved Unsatisfactorily	N	FL	F04





# Keyhouse Risk Management Seminar

Risk Management 

## Defining a Task

A Task can contain :-  Any number of Documents

 Any number of Associated Tasks that will automatically populate the diary in the future.

 Associated **Dependent** Tasks that have to be processed before this Task can be completed.

- ✓ Critical Dates
- ✓ Auto Populate
- ✓ Authority to Complete Tasks
- ✓ High Priority

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Risk Management 

## Purchase – S68 Letter & Client Instructions

**Associated Documents**  
S68 Letter to Client  
Initial Letter to Vendor's Solicitor  
Instruction Sheet

**Associated Tasks**  
10 Days - Reminder – Have we received Contracts  
9 months - Peer Review

**Associated Dependant Tasks**  
Conflict Search  
Client Identity & Money Laundering Check

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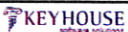
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Risk Management 

## Defining a Task in Case Management

**Change Action**

Case Plan: PUR Purchases

Action Code: 551

Action: Purchase Initial Purchase Letters, S68 & Instructions

**Associated Documents for this Task**

Properties | Follow Up Actions | Associated Documents | **Link to Changing** | Commands | Email | Task Assignment/ Author

Code	Document Name	Optional	Y	551
CON551	Initial Ltr to Pur	Optional	Y	551
CON551A	Purchase Instruction Sheet	Optional	Y	551
CON551S	Initial Ltr to Vendor's Sol	Optional	Y	551

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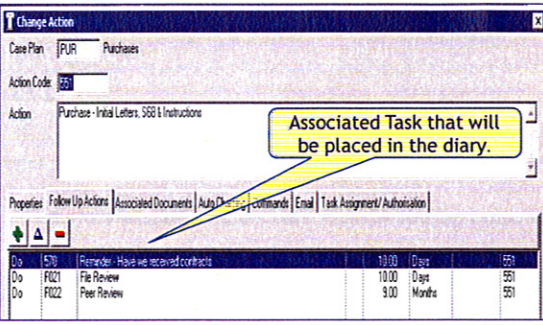
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## Keyhouse Risk Management Seminar

Risk Management 

### Defining a Task in Case Management



Do	15%	Reminder - Have we received contracts	10.00	Days	551
Do	F001	File Review	10.00	Days	551
Do	F002	Peer Review	9.00	Months	551

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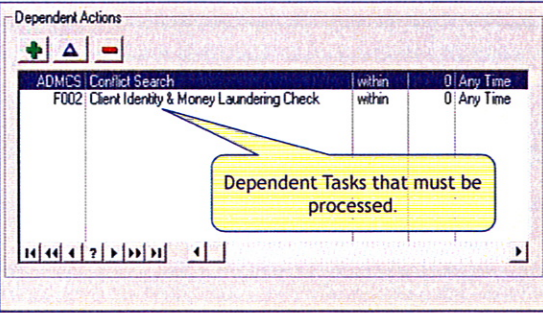
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Risk Management 

### Defining a Task in Case Management



ADMCIS	Conflict Search	within	01 Any Time
F002	Client Identity & Money Laundering Check	within	01 Any Time

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Risk Management 

Where can Standard Operating Procedures be used?

They can be used for all areas of work, such as

- *File Management*
- *Litigation*
- *Conveyancing*
- *Probate*
- *Debt Recovery*
- *Family Law*
- *Employment Law*

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# Keyhouse Risk Management Seminar

Risk Management

### File Management Procedure / (SOP)

**Open File**

- Client Instruction Received
- Client Identity & Money Laundering Check
- Create File Cover & Labels
- Conflict Search
- Disengagement Letter to Client

Documents  
Follow Up Actions  
Dependant Actions

**File Review**

- File Review
- Peer Review
- Close File

Required Authorisation

**Client Complaints**

- Log Complaint
- Notify Partner of Complaint
- Letter to Client Acknowledging Complaint
- Review Complaint
- Complaint Resolved Satisfactorily
- Complaint resolved unsatisfactorily

Who is Responsible  
Case F/e  
Partner

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Risk Management

Example:

Setup a Case using Case Management File Procedures

- Purchase of Residential Property Case
- Road Traffic Accident Case

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Risk Management

Setup Case Management  
Procedure Video

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KEYHOUSE RISK MANAGEMENT  
SOFTWARE FEATURES  
STEPHEN KEOGH









# Keyhouse Risk Management Seminar



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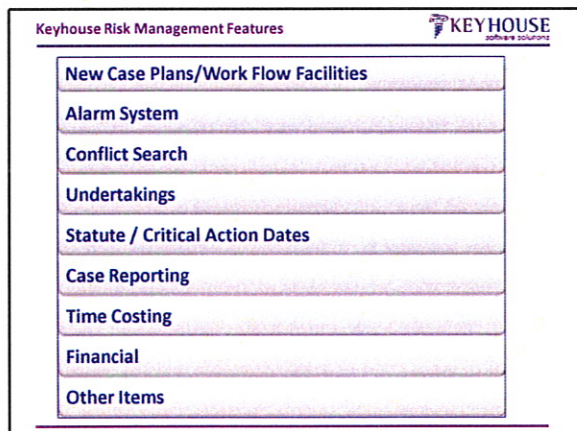
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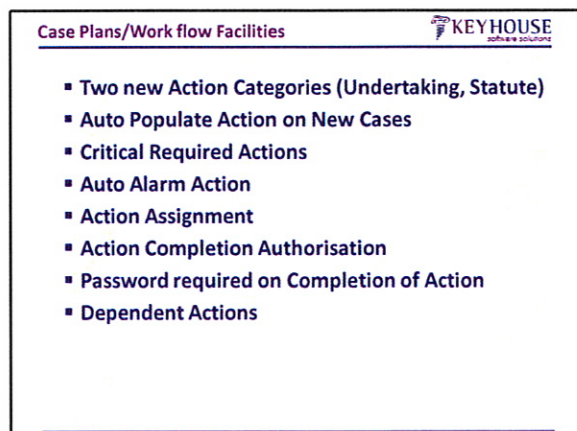
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# Keyhouse Risk Management Seminar

**Popup Alarm System** KEYHOUSE software solutions

- Personal Alarms
- Case Alarm
- Case Action/Task Alarm
- Pop Reminders

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**Conflict Search** KEYHOUSE software solutions

Conflict of Interest Search

Search Names: James Bloggs

Items that can be searched for:  
Name's  
PPS No.'s  
Phone No.'s

Information Searched in Keyhouse includes:  
Clients (Client Contacts)  
Matters (Open & Closed)  
Case Associates  
Suppliers

1234567A  
Harry Worth  
7654321A  
6789012

Search Done

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**Conflict Search** KEYHOUSE software solutions

Conflict of Interest Report

Searched name(s): James Bloggs  
1234567A  
Harry Worth  
7654321A  
6789012

Date: 04 October 2010

Conflict of Interest Report

Capacity	Name	Other Details
Client	James Bloggs	Address: Main Street, Bray, Co Wicklow Solicitation: Mr Bloggs
Matter	BLO001/0001	Address: Main Street, Bray, Co Wicklow Client Name: James Bloggs
Matter	BLO001/0002	Address: Main Street, Bray, Co Wicklow Client Name: James Bloggs
Debtor	Harry Worth	Client: International Business Services Ltd Matter: BLO01/0003 - Purchase - 1st Floor, 78 Investigate Estate, Wicklow Address: 22 Devon Street, Rathmines, Dublin 6 Solicitation: Mr Worth Legal Name: Harry Worth LEGAL ADDRESS: 22 Devon Street, Rathmines, Dublin 6

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# Keyhouse Risk Management Seminar

**Conflict Search** KEYHOUSE software solutions

- Conflict Search Results can be:
  - Save to the Case for the record
  - Emailed to other personnel
  - Save as PDF Report

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**Undertakings** KEYHOUSE software solutions

**Additional Undertaking Information**

Adding an Undertaking Record

Client: NAG001    May Maple    Add As Comment to Ledger

Matter: 0001    RTA K&L Lane 13th November 2008

Date: 24/08/2010    Diary Varying Date: 24/08/2010

Type: ☒ Financial ☐ Documents    Given Or Received: ☐ Given ☐ Received

Authorized By FE:     Undertaking To:

Details:

Value: 0.00    Status:

Dealing Number:

OK Cancel

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**Undertakings** KEYHOUSE software solutions

**Undertakings now recorded and tracked in the Case Diary**

Date	Time	Handler	Description
			Letter to Client Acknowledging Complaint
			Notify Partner of the complaint
			Debt bill Draft DB No: 201
			Undertaking changed by DB4245    Date: 12/05/2009    type: Document/General/Adv
			Log Complaint

Client / Case

- Case Diary
- Current Client Details
- Current Matter Details
- Case Documents
- Scan Capture
- Associates
- Case Summary
- A/c Ledger
- Undertakings**
- Debt Ledger
- Time / WIP

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# Keyhouse Risk Management Seminar

**Critical Dates / Statute Date** 

**Statute Date**

**Tasks** **Update Matter Details**

Client: BAR001 Tony Barry File No: 185  
 Matter: 0002 Purchase 23 Lohunda Gardens

Admin | Other Details | Case Associates | User Variables | Billing Details | Permissions

Value to Client: 0.00 Estimated Fees: 0.00 Estimate Given Section 13  
 Started: 14/01/2010 Exp. Bill Date: Quilay Budget: 0.00

Statute: Deposit Name: Type:

Comment:

Charge Rate Level: 1 2 3 4 5 Effectively Complete

Ledger Print Details OK Cancel

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**Critical Dates / Statute Date** 

**Statute Dates are now automatically recorded and tracked in the Case Diary**

Date	Time	Handler	Description
27 SEP 2012	08:53	BS	Statute of Limitations Date Changed From 27/09/2010 to 27/09/2012
27 SEP 2010	08:53	BS	Pre Court Litigation Initial Letters, S66 & Instructions
27 SEP 2010	08:54	BS	Client Identity & Money Laundering Check

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**Critical Dates / Statute Date** 

**Manage Critical Dates using Handler Diary**

Handler: BS **Outstanding Tasks** ☒ Outstanding Only?

Date/Time	Case Code	WT	From	Client/Case/Handler	Action
12/02/2011 15:01:0001	BS	BS	CCM	James Price	Initial Sale Letter & Instructions to Client
13:14	BS	BS	CCM	Sale 12 Hilly Lane Property	
19/02/2011 10:00:0001	BS	BS	CCM	John Dwyer	Issue CIV Bill & File (CC)
13:52	BS	BS	CCM	RTA 20th September 2010	
16/02/2011 04:00:0001	BS	BS	CCM	George J. Abbott	Draft M Draft Bill No 227
11:14	BS	BS	CCM	RTA The Pines, Stirling	
24/02/2011 10:11:0001	BS	BS	CCM	Non Devs	Underwriting by SP/MS Date: 25/02/11 File: 185
13:27	BS	BS	CCM	Credit Check	
25/02/2011 08:50:0001	BS	BS	CCM	International Business Service/Retain Date & Records	
15:54	BS	BS	CCM	Debt - Gregory Dunlop	
11/03/2011 08:50:0001	BS	BS	CCM	International Business Service/Check Statute of Limitation Date	
15:53	BS	BS	CCM	Debt - Gregory Dunlop	
11/03/2011 08:50:0002	BS	BS	CCM	International Business Service/Process Civil Bill - Debt Rec. (CC)	
16:37	BS	BS	CCM	Debt - John King	
16/03/2011 08:50:0002	BS	BS	CCM	International Business Service/Check Statute of Limitation Date	
16:36	BS	BS	CCM	Debt - John King	

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# Keyhouse Risk Management Seminar

**Critical Dates / Statute Date** 

Use Custom Filter

All Records ▾

- All Records
- Custom Query...
- Dictation
- High Priority
- Phone Messages
- Statute Limits
- Undertakings

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**Critical Dates / Statute Date** 

Example to show all Statute dates for Handler BS- Brian Sweeney

**My Tasks** Filter Statute Limits  Search

Handler: BS  **Outstanding Tasks** ☒ Outstanding Only?

Date/Time	Case Code	HT	From	Client/Case/Status	Action
13/11/2014 14:55:00	BS 05 43	BS	BS	George J. Abbott RTA: The River, Sligoport	Statute of Limitations Date = 22/11/2019
22/01/2011 10:55:00	BS 05 49	BS	BS	Peter Owen Work Injury	Statute of Limitations Date = 1/02/2011
29/03/2012 08:00:00	BS 18 23	BS	BS	John Derriman RTA - Conynbrook Crossroads	Statute of Limitations Date = 05/04/2012 Changed From 05/04/2012
27/09/2012 08:00:00	BS 05 53	BS	BS	James Rogge RTA: Main Street Bray	Statute of Limitations Date Changed From 27/09/2012 to 05/04/2012

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**Statute Date / Critical Dates** 

- View/Manage Critical Dates By
  - Handler
  - Team
  - Date Range
  - Priority
  - Action Type

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# Keyhouse Risk Management Seminar

**Statute Date / Critical Dates** 

**New Range of Statute Date Reports**

Reports Requests Register Setup

Case/Matter Reports >

Clients Lists >

Archived Matters >

Fee Earners

Yak Codes

Case Status Report...

Handlers to do list...

Keyhouse Report Writer

Other User Defined Reports...

**Crystal Reports...**

Crystal Report Setup...

User Crystal Reports...

User Crystal Report Setup...

**Statute of Limitations**

- By Fee Earner By Client
- By Client
- By Department
- By Work Type

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**Statute Date / Critical Dates** 

**New Range of Statue Date Reports**

See Grabbit & Runne

**Statute of Limitations Report**  
By Fee Earner By Client

Data Date: 25/05/2010 13:24  
Matters approaching Statute Date Before: 26/05/2010  
Fee Earner: 15

F/E	Client	Matter Code	Matter Details	Statute Date	Billing Balance	Outlay Balance	Client Balance
BS	Brian Sweeney						
BL0002	Daniel Huggins	BL0002/0001	Law 3 H A Street, Cork	21/05/2010	0.00	0.00	0.00
EVE001	Ever Green Insurance Corporation			14/05/2010	0.00	0.00	0.00
EVE001/0001	ATA - Rockdale - Dublin						
DO0001	Frank Mahony	DO0001/0002	Separation - Dichey	21/05/2008	0.00	0.00	0.00
AB0001	George J. Abbott	AB0001/0001	ATA Tea Box, Sligoigan	22/04/2010	0.00	370.00	(1,202.27)
BL0001	Gordon T. Black						
BL0001/0001	ATA Wickham Cross road, S. Blane			21/05/2010	0.00	0.00	0.00
DE0001	James Deane	DE0001/0001	ATA White Cross, Sligoigan	12/05/2010	0.00	0.00	(28.82)
BL0001	Joe Blagden	BL0001/0002	Personal Injury - Cervical Injuries	14/05/2010	0.00	0.00	0.00
DE0001	John Deane	DE0001/0002	ATA - Dunbrook Crossroads	08/04/2010	0.00	0.00	(27,402.17)
GRE002	Roger Greene	GRE002/0002	Personal Injury	22/04/2010	201.18	0.00	0.00
<b>Report Totals:</b>					<b>201.18</b>	<b>370.00</b>	<b>(28,713.26)</b>

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**Critical Dates / Statute Date** 

**New Outstanding Critical Action Report**

**Systems Reports**

Accounts Reports

Billing Reports

Case Reports

Handler Diary Report

Case Diary Report

All Cases

Matter List by Work Type

Matter Summary By Fe

Case Summary Report

**Outstanding Critical Action Report**

Duplicate Reports

Fees Reports

Matter Balances Reports

New Case Reports

PI Reports

Statute of Limitations

Time Reports

Undeliverables

Design Mode

OK Cancel

**List of Cases where:**

- Critical Actions are Outstanding
- Specific Action is Outstanding
- High Priority Actions are Outstanding

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# Keyhouse Risk Management Seminar

## Critical Dates / Statute Date



Critical Dates are easy to record and manage

- Keep it Simple to Start
  - Enter File Review Date
  - Enter Statute Date
- Manage Dates from Handler Diary
- Monitor with Critical Actions Reports and New Range Statute Dates Reports

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## Case Reporting



- Case Activity Report
  - Combines Diary and Time into one report. [Sample](#)
- New Case Summary Report. [Sample](#)
- Critical Action Report
- Range of New Undertaking & Statute Date Reports
- Case Status Report
- New Enhanced Dormant Matters Report Sample Report

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## Time Recording



- Insurance Companies like to see Firms using T/R
- Easy to record Time Activities in Keyhouse
- Discipline !!!!
- Save you Time & Money
- Monitor WIP (See Top WIP Report & KPI's)

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# Keyhouse Risk Management Seminar

## Financial



- SAM Accounts (Controls & Checks)
  - Overdrawn Client Account
  - Estimate Fees
  - Bank Reconciliation
  - Money Laundering
  - Automatic Nominal Control Account Checks
  - Trial Balances
  - Cheque Requests
  - Bill Drafting
- Monitor
  - Month End (Procedures)
  - Age Debtors Reports (KPI for F/e to Monitor)
  - WIP Reports
  - Firm Case Analysis Report

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## Financial – Firm Case Analysis



- Includes the following for each year
  - Number of Case by Department
  - Number of Case by Work Type
  - Fees Issues by Department
  - Fees Issues by Work Type
- Includes the following for combined number of years
  - Top Fees Issued by Client
  - Top Fees Issued by Client for each Department
  - Top Fees Issued by Client for each Work Type

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## Financial – Firm Case Analysis



### Fees Issued by Department From 2008 To 2010

With 2008 as the starting point

	2008	2009	Total
Commercial	78,283.40 21.97 %	468,018.83 55.50 %	536,282 50.14 %
Conveyancing	118,106.00 31.36 %	78,591.39 10.97 %	194,687 18.20 %
Debt	69,830.30 18.98 %	17,521.00 2.52 %	87,451 8.13 %
Family Law	2,552.50 0.69 %	20,026.20 2.87 %	22,579 2.11 %
Finance	28,026.20 7.55 %	0.00 0.00 %	28,026 2.62 %
General	0.00 0.00 %	19,000.00 2.72 %	19,000 1.79 %
Litigation	72,840.59 19.81 %	78,202.50 11.20 %	151,042 14.12 %
Loan Management	1,815.30 0.49 %	0.00 0.00 %	1,815 0.17 %
Private Clients	0.00 0.00 %	23,700.00 3.45 %	23,700 2.24 %
Probate	0.00 0.00 %	4,920.00 0.70 %	4,920 0.46 %
Total	371,444	698,170	1,069,614

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# Keyhouse Risk Management Seminar

Financial – Firm Case Analysis

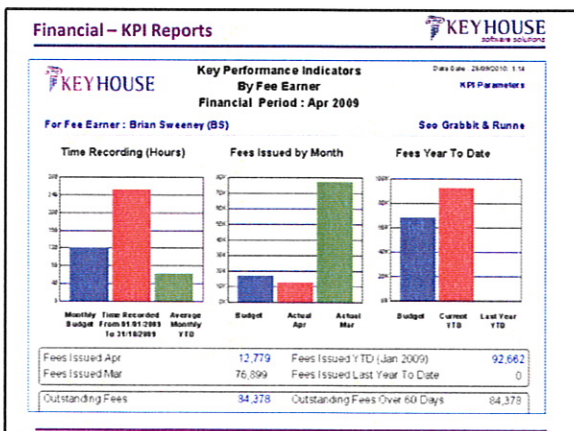


Fees Issued by Worktype From 2005 To 2010

Note all values are net of VAT

	2008		2009		Total
Accident	22,221.50	5.98 %	4,217.00	0.60 %	26,438.50 2.47 %
Action	48,022.78	12.09 %	32,427.50	4.64 %	78,450.29 7.33 %
Advice	47,988.90	12.92 %	222,081.85	31.31 %	270,088.55 25.25 %
Circuit Court	5,375.00	1.45 %	0.00	0.00 %	5,375.00 0.50 %
Debt Collection	20,882.30	5.02 %	19,071.00	2.75 %	39,933.30 3.73 %
Debt Recovery	11,801.10	3.13 %	0.00	0.00 %	11,801.10 1.10 %
General	0.00	0.00 %	184,190.48	25.92 %	184,190.48 16.95 %
High Court	40,086.50	10.73 %	0.00	0.00 %	40,086.50 3.75 %
Lease	9,988.00	2.66 %	48,984.50	6.93 %	58,930.40 5.49 %
Loan	21,862.50	5.83 %	48,955.00	6.93 %	68,617.50 6.42 %
Purchase	52,628.81	14.17 %	77,485.44	11.10 %	130,114.05 12.18 %
Re-mortgage	5,333.69	1.44 %	5,594.50	0.80 %	10,928.19 1.02 %
Road Traffic Accident	8,889.20	2.35 %	10,882.50	1.55 %	17,751.70 1.65 %
Sale	72,909.40	19.62 %	58,011.45	8.31 %	130,920.85 12.24 %
Separation Agreement	0.00	0.00 %	10,308.70	1.48 %	10,308.70 0.96 %
Undertakings	7,718.80	2.03 %	0.00	0.00 %	7,718.80 0.72 %
Total	371,444.29		698,169.72		1,069,614.01


Financial – Firm Case Analysis					KEYHOUSE software solutions	
Number of Cases by Department						
	2008	2009	2010	Total		
Commercial	-	17	8	23		
Conveyancing	1	14	11	26		
Debt	-	2	3	5		
Family Law	-	2	2	4		
General	-	2	2	4		
Litigation	-	22	8	30		
Private Clients	-	3	2	5		
Probate	-	-	1	1		
<b>Totals</b>	<b>1</b>	<b>62</b>	<b>35</b>	<b>98</b>		





# Keyhouse Risk Management Seminar

Other Items

KEYHOUSE  
software solutions

- File Manager
  - Deeds & Wills
  - Legal Papers
- Phone Log
- [Manage Complaints](#)
- [Case/Matter Security](#)
  - Restrict Access to confidential Cases (e.g. Family Law)
  - Quick & Easy to Setup

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Risk Management

KEYHOUSE  
software solutions

Thank You

Q & A

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Risk Management

KEYHOUSE  
software solutions



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