Keyhouse
Your practice partners.

How it all works so well.

This is how Keyhouse approaches a new client, how we understand your work, systems, procedures and goals and how we adapt our system to your specific needs.

1. The decision
For more than 30 years Keyhouse has made firms and in-house legal departments of all sizes, specialties and stages of development more efficient and more profitable. Whatever challenges your practice faces, we have helped other firms to overcome them before. Our systems have been developed specifically for the legal profession and our approach makes switching to Keyhouse easy.

2. Pre-sales
Installing any new system is a daunting task and an important investment. Keyhouse has gone through the process with over 350 law firms, all of them with distinct needs, and this gives us a unique insight and industry-leading experience. The first step is a face-to-face meeting to clarify your current and future needs. Based on this, we will prepare a demonstration, showing you and your team how the system will work in your firm. Following this, we will provide you with a proposal and a full and detailed quote.

3. Scoping
Project scoping is about taking stock of your current system, looking at what works and what doesn't, what your team likes and what they don't. We'll recommend improvements in some or all areas and agree a plan for installing the new software. This step helps make sure that there's continuity during the changeover and that nothing gets lost in the shuffle. It also helps with change management and reduces the chance of any culture shock.

4. Project management
Keyhouse will give you a project manager who will be tasked with keeping things on schedule and keeping you informed at all times. Before starting they will meet a member of your team to iron out any remaining details (including final check on site infrastructure and scheduling training dates) and to finalise a project plan. This helps us to make sure that everything is done thoroughly and that both companies are on the same page.

5. Data conversion

One of the major concerns practices have is bringing over data from their legacy systems. Over the last 30 years we have successfully migrated data from every mainstream legal system on the market. We have also experience with all kinds of complex data amalgamation projects, including multiple system conversions to facilitate company mergers (as well as data splitting for de-mergers). On top of that, with our decades of expertise in handling company data, we can offer smart, common-sense advice to our clients to help them get the most out of their data, including client referencing and other data management tools.

6. Workflow tailoring

Keyhouse Workflow software helps you to standardise repetitive tasks and processes, introducing smart new standard operating procedures to make the office more efficient and help with risk management. Our team can develop the workflows for you or train your staff to do it themselves. The system comes with a software module to build your own workflows or you can use our standard suite of workflows to suit any type of work, from commercial to private client work, as an add-on to your system.

7. Training

We follow up every installation with practical, hands-on training to make sure you're getting the most from your investment. Our trainers have years of practical experience in the legal field and we can train your team on site at your offices or in our own dedicated training classroom. We also offer ongoing training to give you the support you need when you need it. All our training courses are eligible for CPD points.

8. Software support

Naturally you want high quality, accurate, fast customer support when you need it. Keyhouse uses cutting edge technology to access client systems remotely so we can diagnose and resolve any issues quickly. On top of all that, our technical support team goes out of its way to built lasting relationships of their own with our clients and their IT departments to make sure no problem goes unresolved. It works - our latest customer care survey returned a customer satisfaction rate of over 98%.

9. Account management

By investing in Keyhouse you're investing in a partnership that will continue to produce results year after year. We'll talk to you regularly to make sure you're getting the most out of our software and will always take a hands-on approach to meeting and managing your needs.

10. Product development

Our software is always evolving: For over 30 years we've been bringing the next wave of IT innovations to our clients in a way that makes sense for legal professionals. We develop our software on the latest .NET Framework to make sure everything we do integrates seamlessly with Microsoft Word, Outlook and other third party software. Most importantly, we listen to our clients and develop features to meet their needs. Our development strategy is driven by client requests and to date many of our software's most popular features were created thanks to suggestions from our clients. Your relationship with Keyhouse means you'll continue to get first access to these unique innovations, helping you stay ahead of the competition for years to come.

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