

# Legal Case Management Software Recommended Suppliers – As Chosen by Law Firms

Thursday 27 April 2023



**DGLLEGAL**  
Services for Lawyers

# Presenter

## David Gilmore | Director & Founder | DG Legal

David founded DG Legal in 2000. He has worked with several government departments and has advised dozens of charities involved in the legal sector. David has also provided advice and assistance to hundreds of law firms and other legal organisations. He delivers specialist consultancy and training on a wide range of topics including business management & strategy, tendering, compliance and quality assurance.

[Email David](#) | [View David's Full Bio](#)



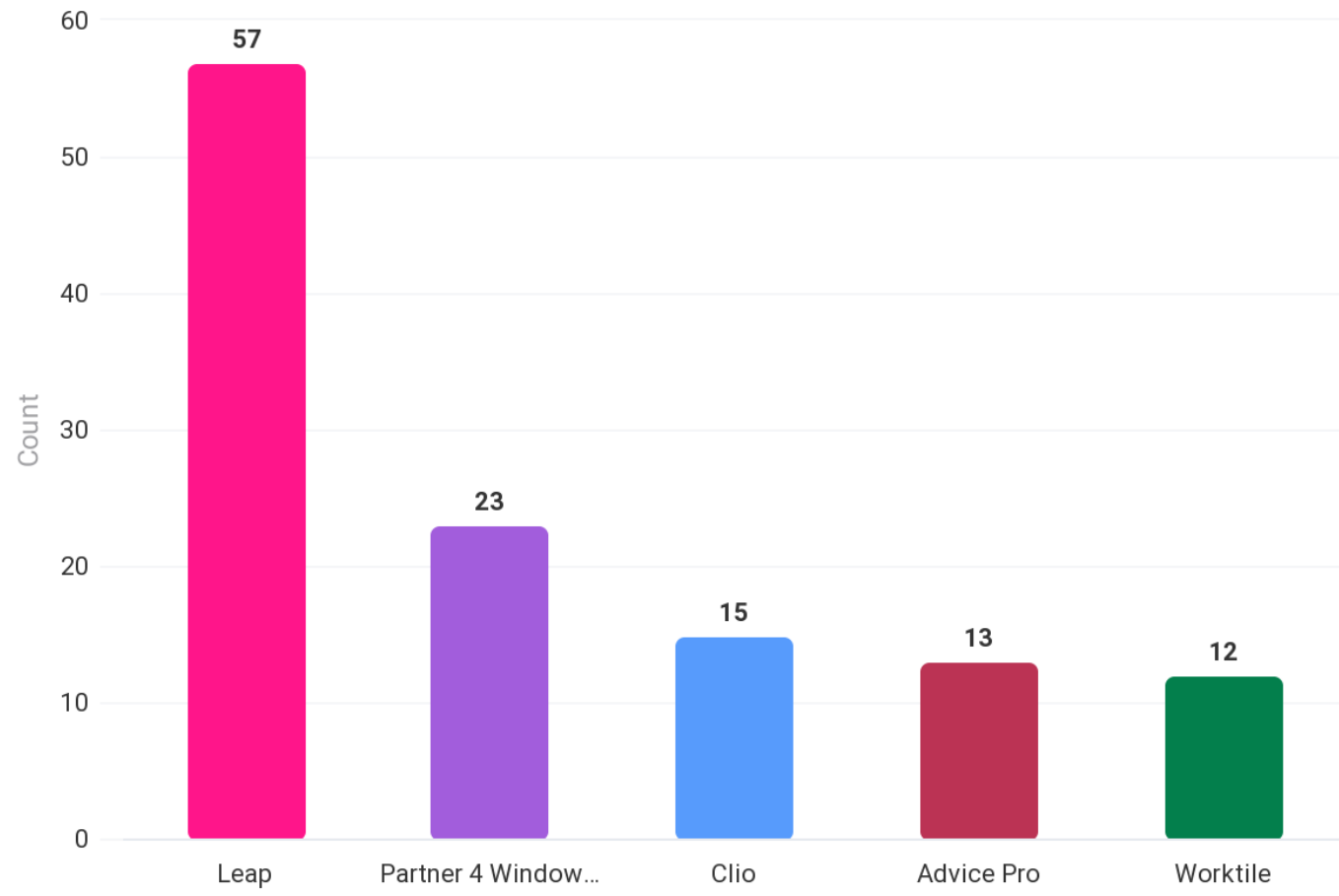
# Agenda

- Welcome and Introduction
- Which are the most popular systems?
- How firms rate their software supplier for quality?
- How firms rate their software supplier for price?
- How firms rate their software supplier for value for money?
- How firms rate their software supplier for after sales service?
- Additional comments
- The Winners
- Q&A

# Welcome and Introduction

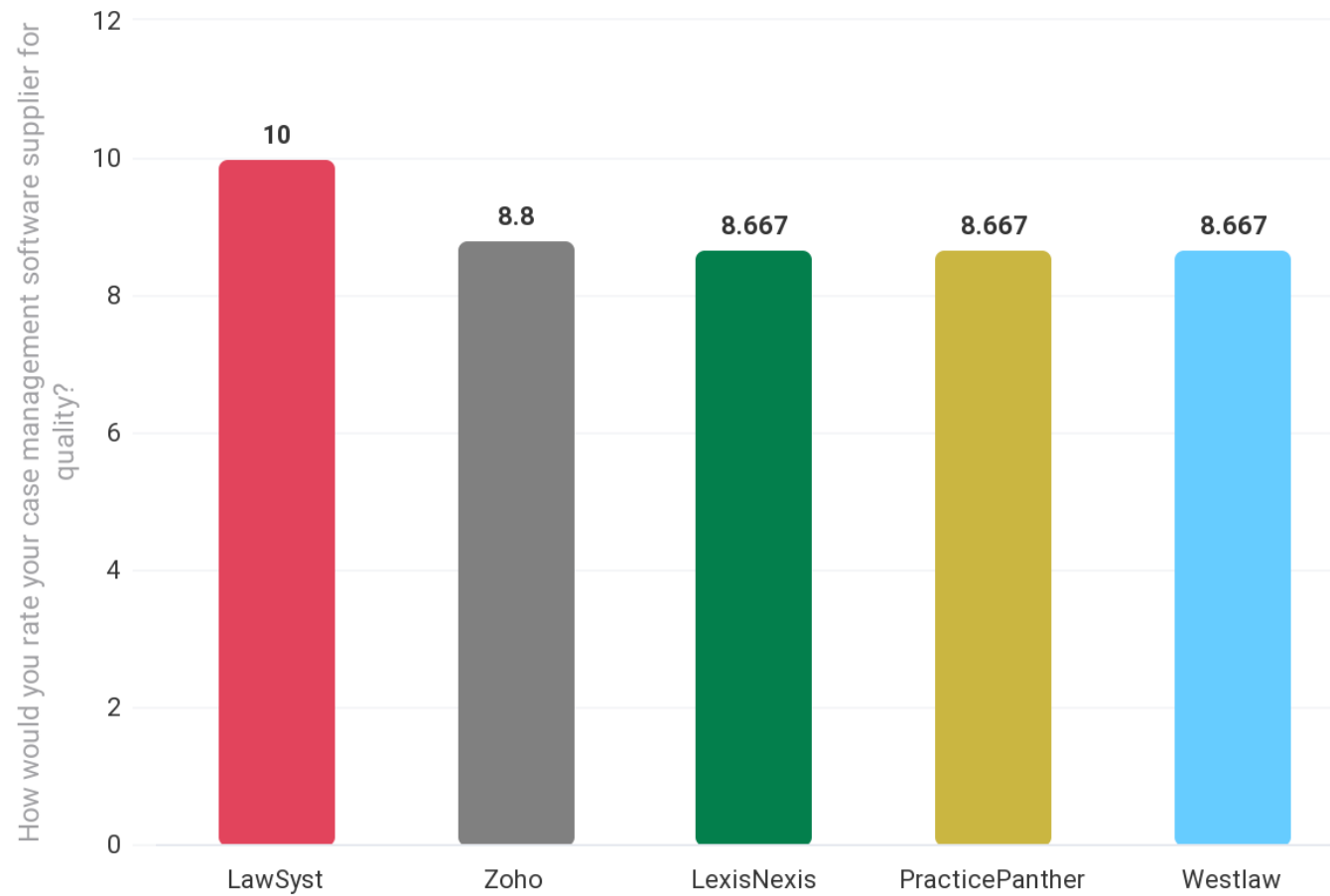
- Why we carried out this survey
- How many responded
- Independent approach
- Caveats

Which software received the most responses in this survey?



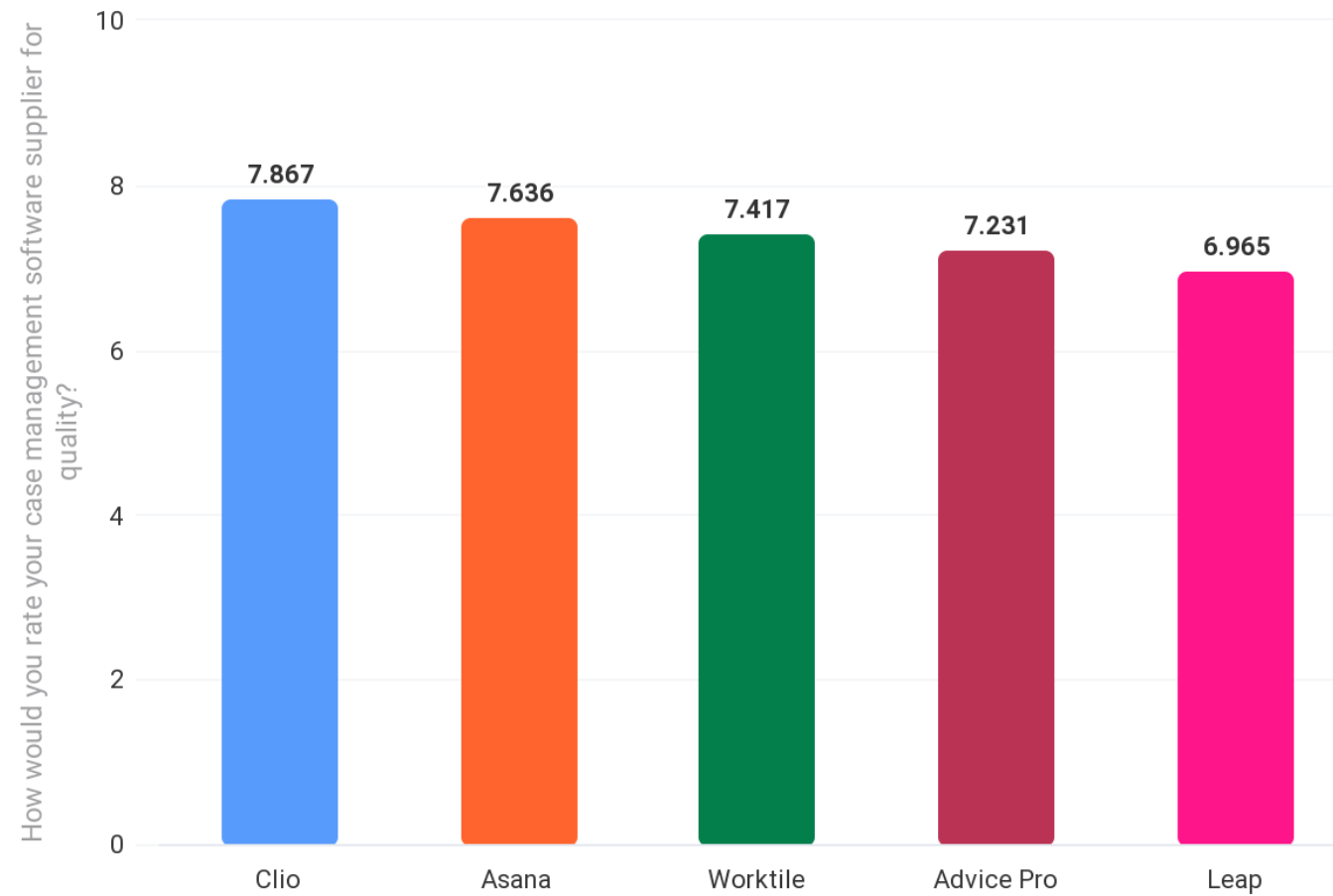
How firms rate their  
software supplier for quality

# Overall



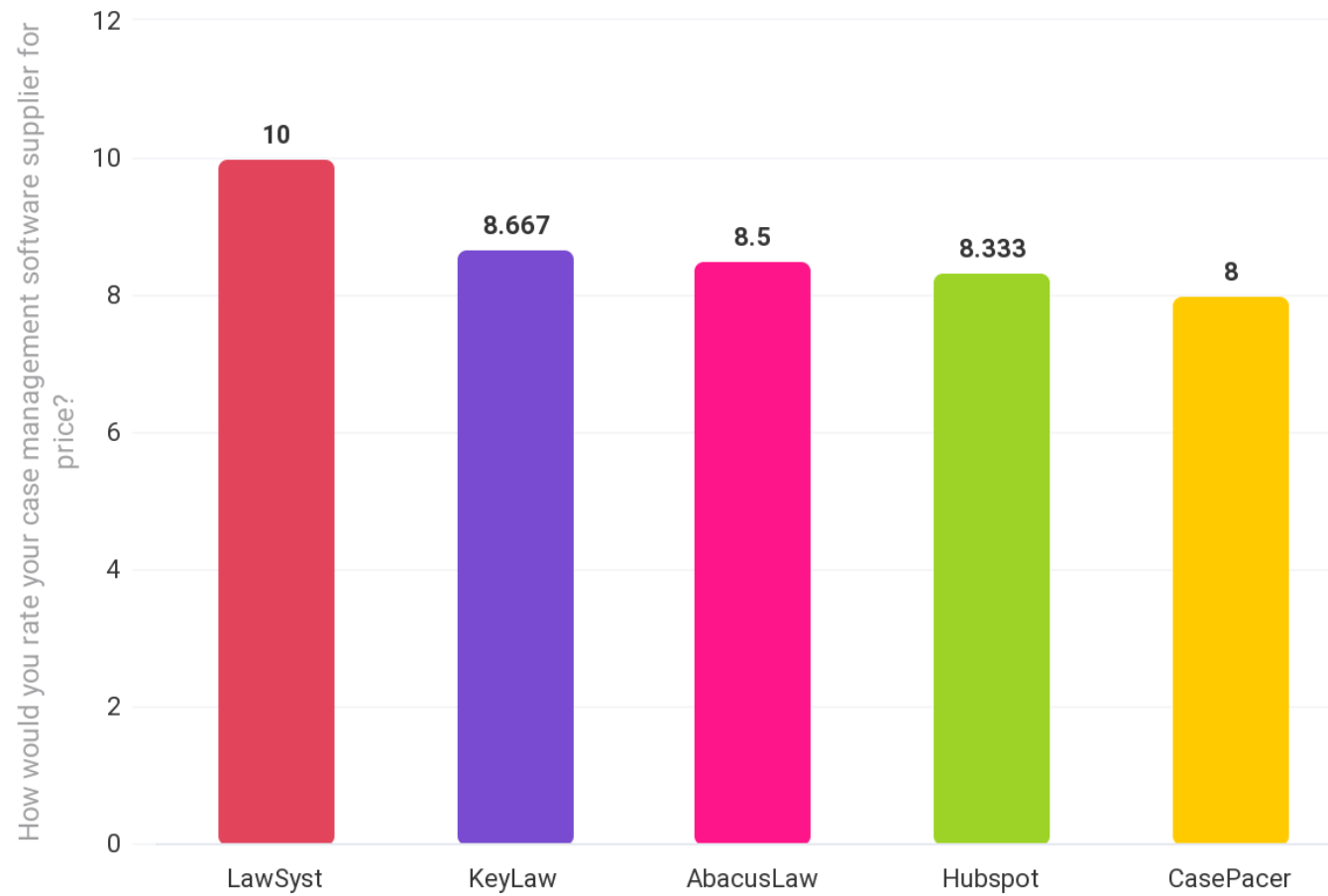


# More than 10 responses

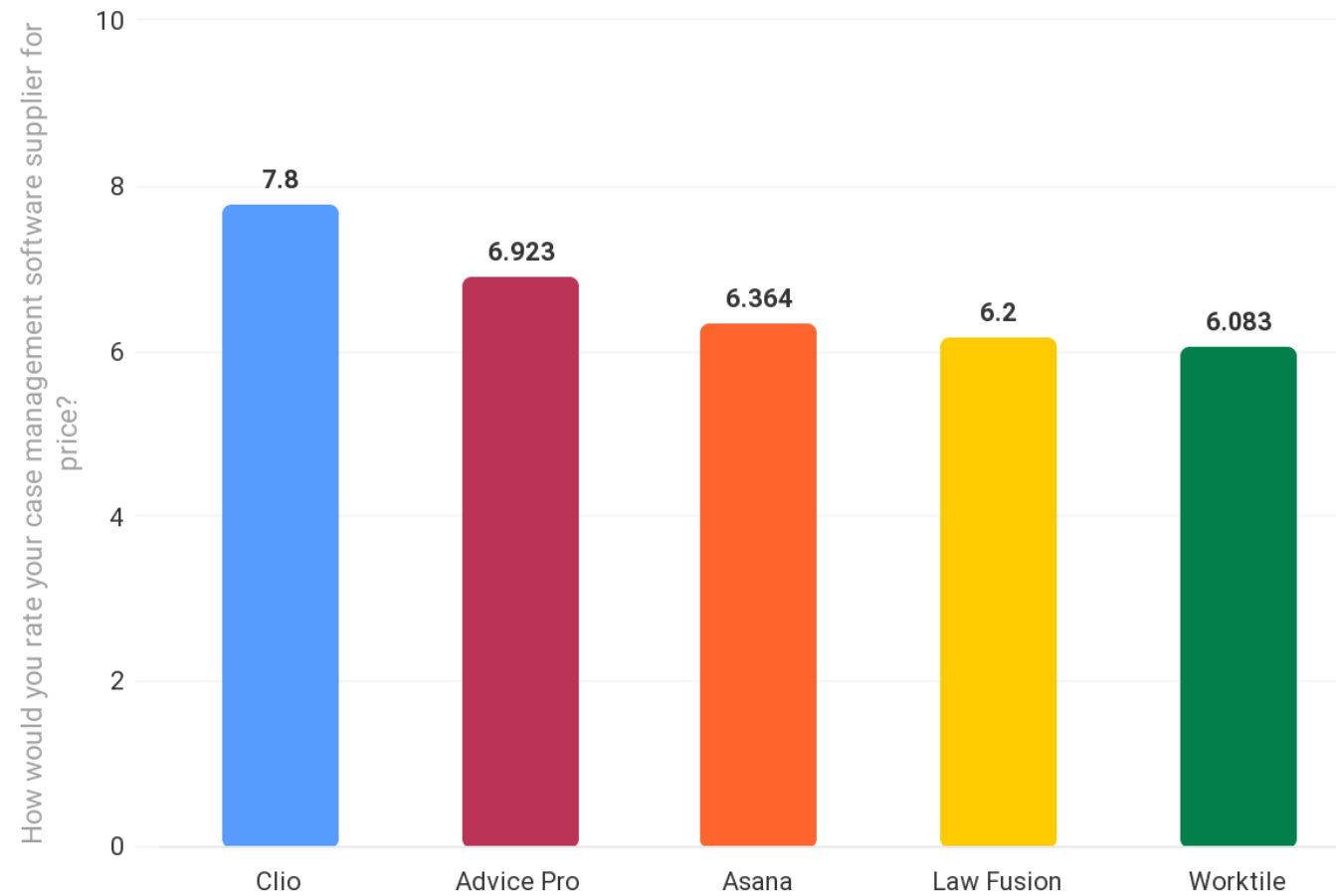


How firms rate their  
software supplier for price

# Overall

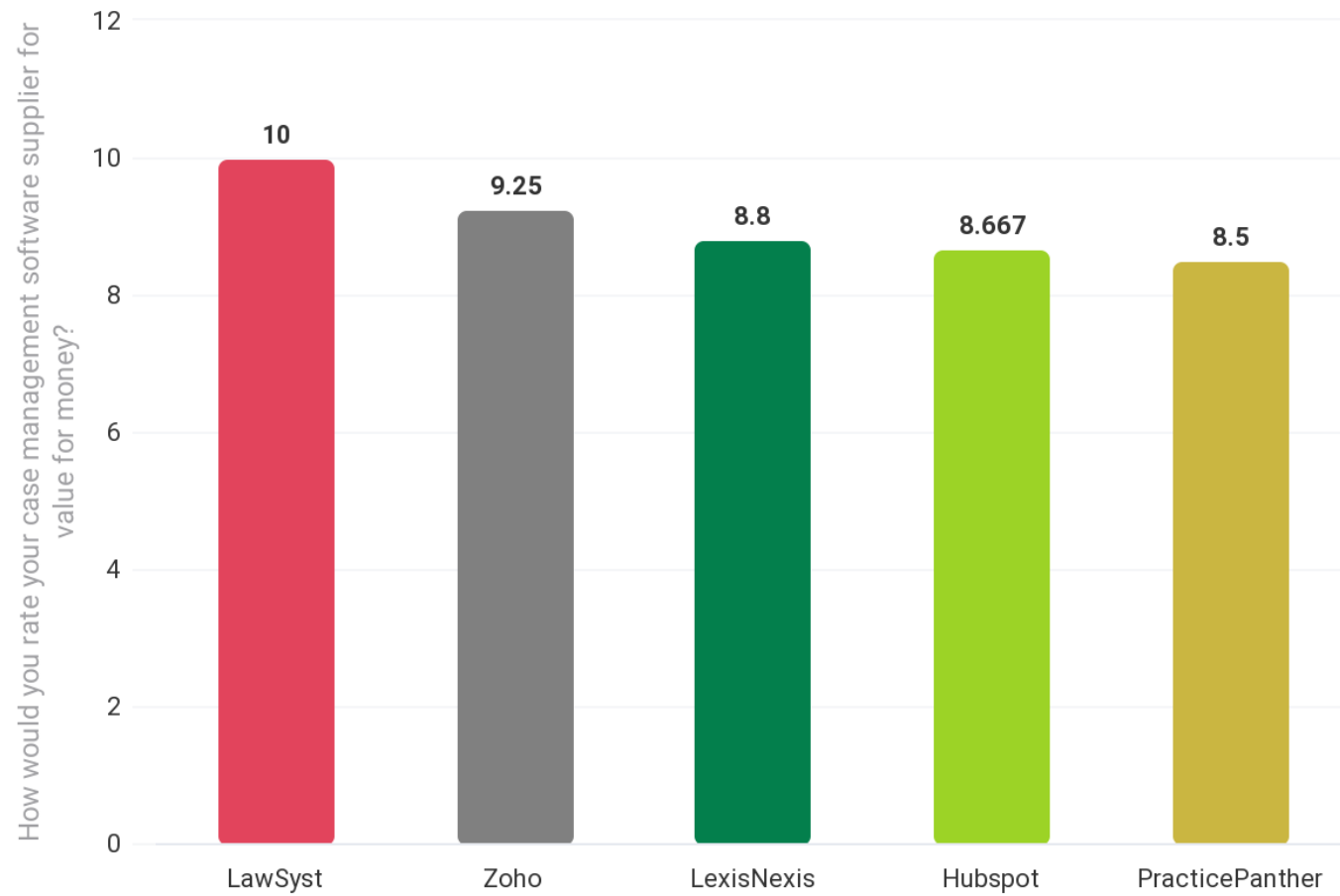


# More than 10 responses

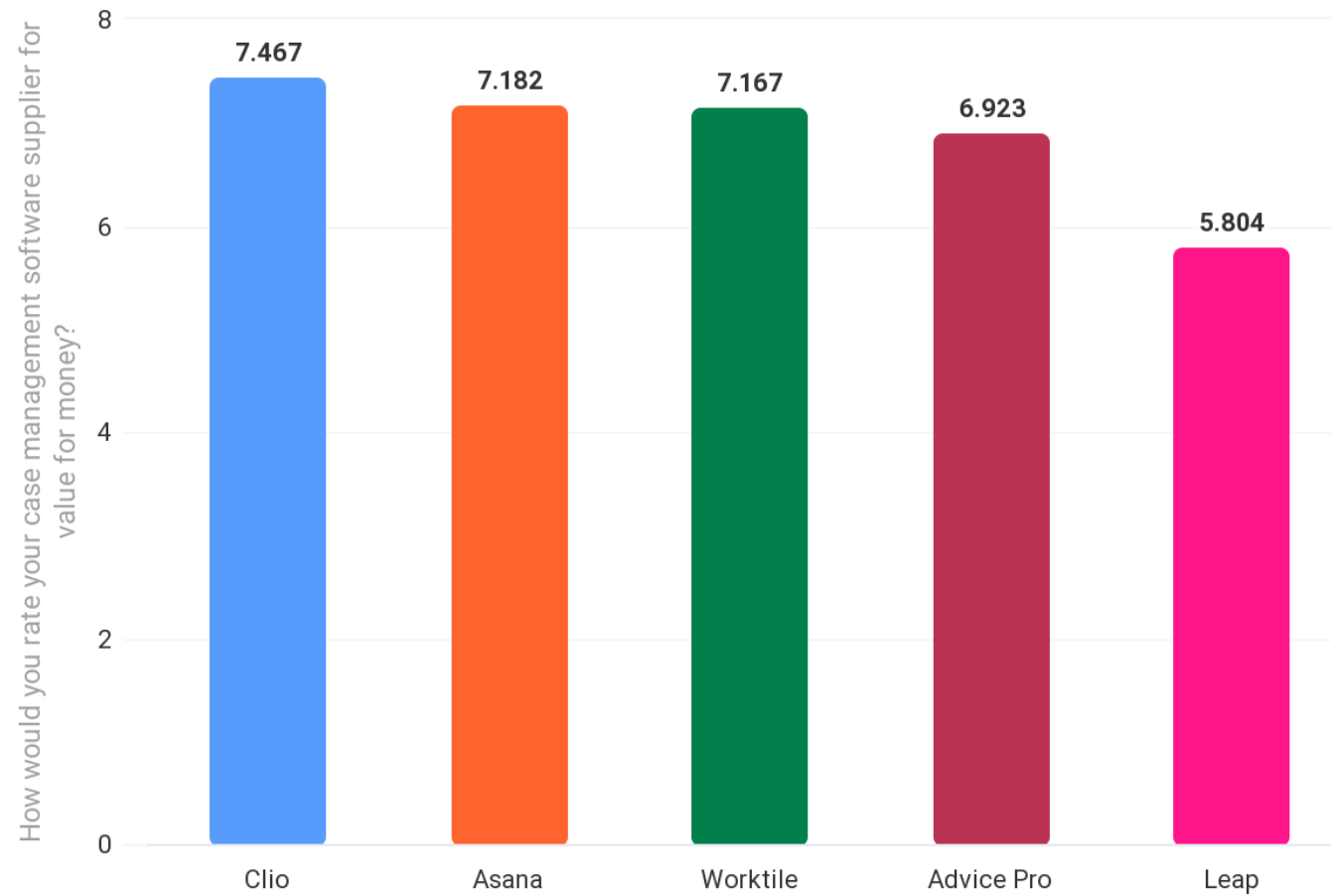


How firms rate their  
software supplier for value for  
money

# Overall



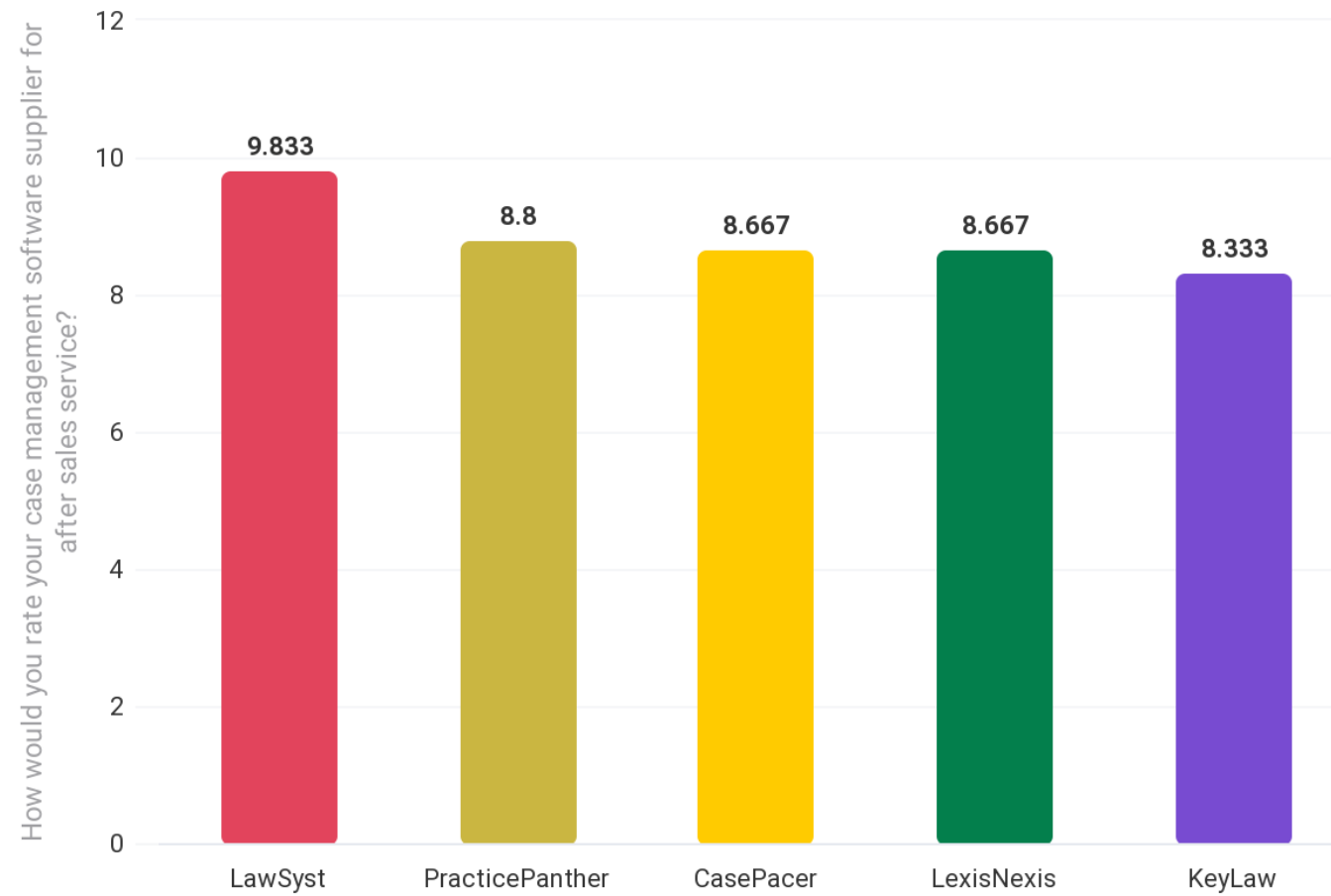
# More than 10 responses



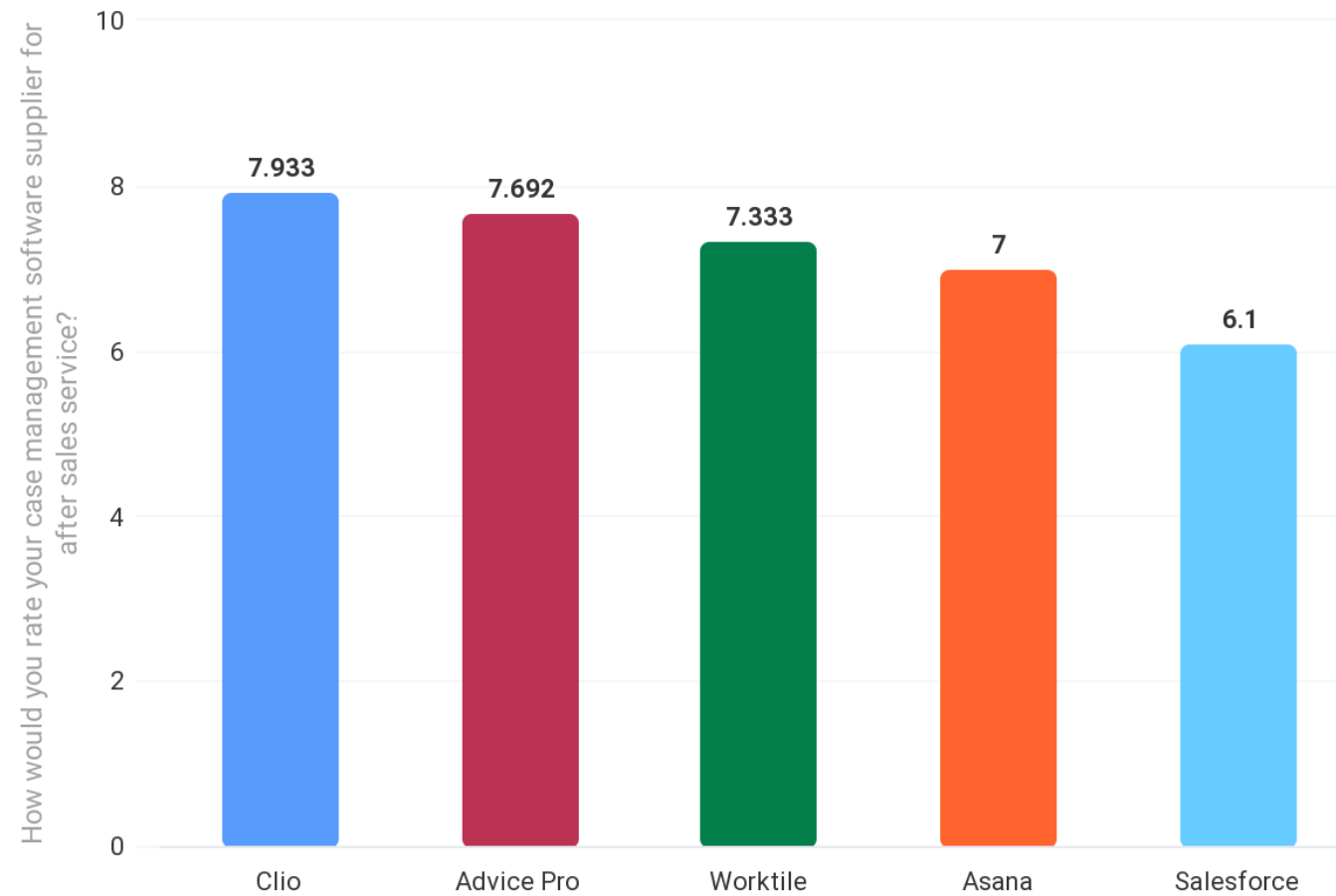
How firms rate their  
software supplier for after  
sales service



# Overall

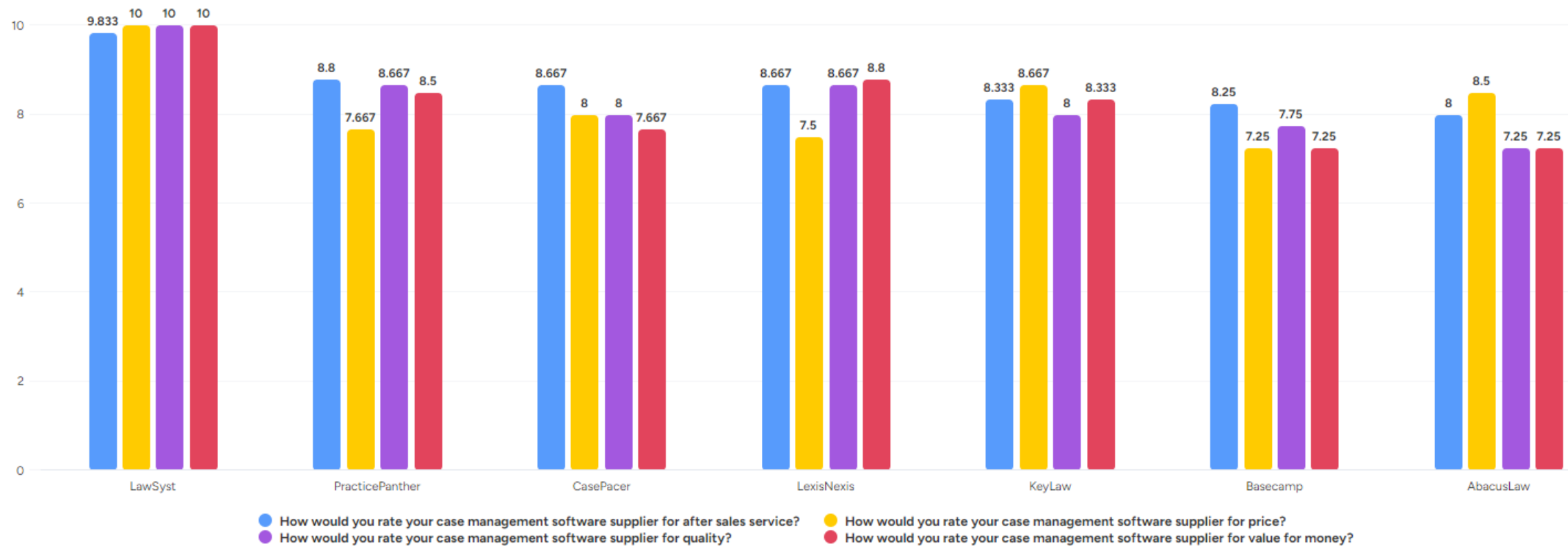


# More than 10 responses

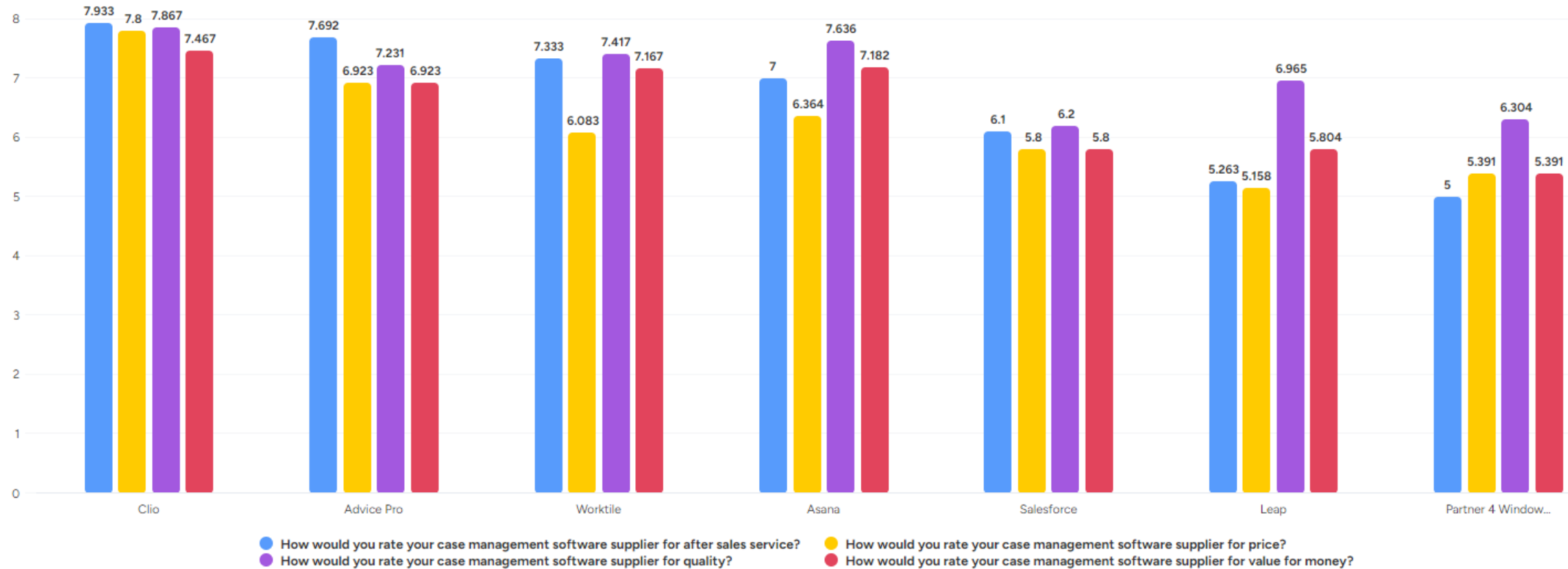


# Comparison

# Overall



# More than 10 responses



# Additional Comments

# Selected Additional Comments – The Good

**Insight**  
“ Being a very small firm we only require a limited number of processes & this system provides us with that flexibility.””

**Clio**  
“ Easy to use, captures the info needed, launches new features and has good aftersales support.””

**LawSyst**  
“ We are a criminal defence firm and Lawsyst helped us a lot in customising their system to our needs. All the LAA billing features are in place and the system itself is super fast and very reasonably priced. We cannot ask for more!””

# Selected Additional Comments – The Bad

“

Customer care and service are poor response time to problems is poor.

”

“

It has a lot of bells and whistles but most are not used !

”

“

Support levels are often poor, although some simple queries are sorted promptly, more complex issues are left.

”



# Selected Additional Comments – The Ugly

“ If I could have marked it lower I would have done! Utter rubbish - detrimental to running a business! ”

“ Avoid at all costs, its the worst written software I have ever had the misfortune to be involved with. The company are amateur at best, negligent at worst. ”

“ The system is just one glitch after another and the customer support is beyond a joke. ”

Q&A

# Contact Details



T: 01509 214 999

E: [admin@dglegal.co.uk](mailto:admin@dglegal.co.uk)

W. <https://dglegal.co.uk>