

Macfarlanes consolidates three legacy systems through Aderant Expert

"A practice management system change is a major endeavour for any law firm. We took the opportunity to consolidate a number of legacy applications into the Aderant platform, as well as introduce workflow to several business processes."

Andrew Powell, CIO, Macfarlanes

In February 2022, Macfarlanes retired its legacy practice management system and implemented Aderant Expert. The change consolidated three systems used for time recording, billing, reporting, and other business functions, while also introducing paperless processes across the firm.

Macfarlanes engaged Harbor to provide change management, communications, training, support materials, and go-live assistance for its 850 employees.

Managing a complex system change

Harbor worked with Macfarlanes to understand its culture, existing systems and processes, Aderant Expert's configuration, and the changes to existing workflows.

A communications strategy introduced employees to the new system through roadshow presentations, email campaigns, and intranet updates. The aim was to build awareness gradually without overwhelming people ahead of the rollout.

Preparing the firm for implementation

The program included super-user training, train-the-trainer delivery, and firmwide end-user training.

Super-users received access to a test environment where they could practice using Aderant Expert before the wider rollout. Harbor also trained Macfarlanes' internal trainers so they could support users during go-live and continue training after the engagement.

Firmwide training was delivered in short, role-specific modules. During the peak period, Harbor delivered four sessions simultaneously for different audiences. Training was delivered remotely through Zoom, providing flexibility for people joining from home or the office.

Harbor delivered more than 250 training sessions in support of the implementation. Billing training was delivered one week after go-live, allowing users to become familiar with the system before focusing on billing processes.

Building internal capability

Harbor created quick reference guides, how-to videos, and an eLearning package to support the training. During the first three weeks after go-live, up to eight trainers provided onsite and remote support. Additional support continued for several months during key periods.

Training was well attended, and the number of support calls decreased significantly during the first three weeks after go-live, indicating strong user competence and confidence.

The approach enabled Macfarlanes' internal team to continue its business-as-usual responsibilities while Harbor supported the firmwide implementation. The firm achieved a smooth transition onto the new software while building internal capability for ongoing support.

"Engaging with Harbor has allowed us to resource the **change effectively, working closely with our own team to provide **high quality training** and go-live **support at a scale** that simply **wouldn't have been possible** otherwise."**

Andrew Powell, CIO, Macfarlanes

HARBOR

Harbor is a globally integrated team of strategists, technologists and specialists focused on helping law firms, corporations, and their law departments achieve breakthrough outcomes. We are also helping to steer a legal industry in the midst of turbulent change. We navigate alongside our clients and partners, providing salient insights, scalable resources, and seasoned advice.

This engagement was initiated by iTrain, which is now part of Harbor.

MACFARLANES

Founded in 1875 and headquartered in London, Macfarlanes is a preeminent law firm serving a global client base. Its core practices include private capital, private wealth, M&A, and disputes. The firm combines the capacity to handle complex mandates with an agile, closely connected approach to client service.