

5 minutes with... Chrissie Lightfoot



Q Did you expect the legal services sector to change so drastically when you started working in it?

A Yes. It was inevitable. In 2006, the time I entered the sector, the legal world was stuck in its Dickensian ways whilst the rest of the world was experiencing

fundamental and drastic change due to the rapid progression of the Digital Age, and the looming NewTech Age. Cloud-based computing, cognitive computing, artificial intelligence and robotics - which would have a drastic impact on the entire legal eco-system; affecting law firms as a business and as a legal service provider.

Q What has been the key positive or negative impact of the liberalisation of legal services?

A What strikes me is the breadth and depth of innovations and positive progress now occurring at an exponential rate in the entire legal eco-system due to the liberalisation, globally.

Q Who inspires you and why?

A A whole range of famous and great people from 'distant' writers, philosophers, thinkers, inventors, scientists, futurists and pioneers to close friends and family. For example, Charles Handy, who had the vision and confidence to write about his concept of 'portfolio

working' decades ago. Ray Kurzweil, Elon Musk, Stephen Hawking, who challenge conventional thinking and push the boundaries of the human mind and spirit.

Q Have you had a mentor? If so, what was the most valuable piece of advice they gave you?

A My mother. I recall her scolding me (rightly so) when I was a little girl for being blasé about my 'pocket-money' chores. She said to me: "Christine! (my Sunday name - boy did I know I was in trouble) If you can't do the job properly, then don't bother doing it at all." Enough said. It's a valuable lesson for behaviour which set me up in every aspect of life - love, family, career and business.

Q If you were not in your current position, what would you be doing?

A Early in 2014 a Dutch company announced that it was looking for 20 healthy adults to train for eight years to be the first group of human beings to colonise Mars by 2023. There's something remarkably challenging in such a mission, which appeals to my curiosity, spirit of adventure, and humanness. Simply put, I'd be fighting for lead seat on the space-ship to Mars!

Chrissie Lightfoot is author of 'Tomorrow's Naked Lawyer: NewTech, NewHuman, NewLaw - How to be successful 2015 to 2045' (Nov 2014), and its prequel bestseller 'The Naked Lawyer: RIP to XXX - How to Market, Brand and Sell You!' (Nov 2010). You can pick up her latest book today by emailing publishing@ark-group.com or call +44(0) 207 566 5792.

Curtis Law Solicitors

How to grow and diversify your business with a Proclaim Practice Management system.



Darren Gower

"Proclaim provides a robust, scalable and flexible solution that is perfectly in tune with our commercial aims."

Tasleem Riaz, Principal, Curtis Law LLP

Curtis Law was founded in 2008, employing 5 staff to deal with Personal Injury claims. Since that time the firm has extended its reach into Family law, Conveyancing, Probate and Commercial areas and now employs 200 staff across the group.

The Challenge

Set up initially as a PI claims specialist, Curtis Law had strong ambitions to grow both in headcount and in the range of legal work managed.

Curtis Law initially needed a Case Management solution that would provide a flexible and future-proof environment - one that could be scaled out to multiple work areas, not just PI.

The Solution

Following a detailed analysis of available solutions, Eclipse's [Proclaim Case Management system](#) was selected. A solid track record in helping new start-up businesses to grow was a strong pull, as was the ability to add Practice Accounts at a later stage. Curtis Law took the opportunity to do just this -

replacing the incumbent 'bureau' accounts system to create a fully integrated [Proclaim Practice Management solution](#).

The Results

Proclaim is used across all work areas, providing a complete desktop productivity solution. Client care is top of the firm's agenda; the ability to rapidly see where any file is up to - and provide feedback for clients - is a huge benefit. As a growing practice, managing finances is vital. Curtis Law has been able to monitor and analyse ongoing performance, using Proclaim's integrated reporting toolset. This means that trends can be spotted, empowering the management team to quickly make informed operational and growth decisions.

Case Study highlights

- Rapid implementation of ready-to-go solutions for new work areas
- Grown from 5 to 200 Proclaim users
- Full Practice Management solution
- Proclaim used across every department
- Powerful financial reporting
- In-built flexibility and scalability.

For further information, please contact Darren Gower, Marketing Director at Eclipse Legal Systems, part of Capita plc, via: darren.gower@eclipselegal.co.uk or call 01274 704100.