

How Devonshires' Transition to Template Studio Software Added Significant Value



Devonshires, a leading City law firm with around 370 staff across offices in London, Leeds, Birmingham, and Colchester, recently transitioned from its former template solution to Novaplex's Template Studio solution. The Devonshires IT team is collaborating with leading legal technology partners to drive the firm's digital transformation strategy, focusing on AI integration, a cloud-first strategy, and strategic alignment with Microsoft Partners for optimised systems.

Why Devonshires Made the Change

Devonshires had been using its previous template software for years. Although functional, it lacked appeal and innovation. Its outdated interface and persistent issues, such as disappearing macros, left users frustrated. Additionally, Devonshires needed more consistency across templates in different practice areas; a challenge that could not be addressed with the previous solution.

The timing of the shift was also influenced by Devonshires' plans to upgrade its iManage document management system, a move that would require extensive compatibility updates to its old template software. This challenge prompted Devonshires to explore alternative solutions, leading them to consider Novaplex's Template Studio software.

Why Devonshires Chose Novaplex

The decision to partner with Novaplex was partly serendipitous. At an iManage conference, Gavin Searley, Devonshires' IT Manager, witnessed firsthand how Novaplex's software could stabilise and clean a problematic third-party Word document in just minutes; a task that typically took Devonshires' staff hours. "Michelle Langton, Novaplex's CEO, cleaned one of our corrupt documents at the stand in under five minutes," Gavin recalls. It was a pivotal moment.

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With this experience in mind, Devonshires approached Novaplex about its Template Studio and Transform solutions. They found the software offered a far more user-friendly interface, enhanced functionality, and seamless integration with key tools like iManage and Azure Active Directory. According to Gavin, "We wanted a dependable partner who understood our needs and provided strong support. Novaplex fit those requirements perfectly."

The Transition and Implementation Process

For a law firm like Devonshires, transitioning to new software is a complex undertaking. The firm was managing several simultaneous IT upgrades, including a new version of iManage, a shift to Windows 11, and a full laptop refresh for 370 users. With face-to-face laptop handovers and training sessions required for every user, careful coordination was essential.

The adaptability of the Novaplex team proved invaluable in meeting these challenges. "They were fantastic," Gavin notes. "They were highly accommodating and flexible, allowing us to complete the transition within the timeline needed to start our laptop rollout."

Why The Transition Was Worthwhile

Since implementing Novaplex's Template Studio, Devonshires has experienced benefits that exceeded initial expectations. The software's core functionality ensures the firm's visual identity remains consistent across documents while still allowing customisation for specific business needs. As Gavin describes, "The templates are now on guiderails to prevent them from straying."

Integration with iManage has been a particularly valued feature. With the previous software, integration often failed, leading to wasted time and frustration. Novaplex's Template Studio integration, by contrast, is described as "rock solid," keeping workflows running smoothly.

Additionally, integration with Azure Active Directory has streamlined document creation, allowing templates to auto-populate user information, which has been particularly useful for letters created on behalf of others. This automation has reduced errors, saved time, and enhanced accuracy across documents.

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Enhanced User Experience and Future Opportunities

The transition to Novaplex's Template Studio has also greatly improved the user experience. "The software simply works," says Gavin, observing that IT often judges success by the lack of complaints. Beyond that, users have actively engaged with the software, discovering new benefits and even requesting additional features that were not initially planned; an enthusiastic shift from the limited engagement with the previous system.

Looking to the future, Novaplex provides a flexible foundation for Devonshires' ongoing digital transformation. The firm aims to explore further automation and integration opportunities. "We're still going down a long path," Gavin says, "looking at integrating our systems. With Novaplex, we can build on that foundation as we roll out more workflows in third-party systems. The documents will always look consistent."

Conclusion

For Devonshires, the transition to Novaplex's Template Studio suite and Transform software has proven to be an invaluable investment. It has ensured consistent branding across documents, enabled smooth integration with key tools, and laid the groundwork for future growth.

As Gavin summarises, "This is a partnership we are confident in; the Novaplex software not only meets our needs, it exceeds them and the Novaplex attitude and responsiveness opens new possibilities. I thoroughly appreciate Novaplex's approach to working with us to get the best for our business both now and in the future."

Novaplex has been an iManage Technology Partner for many years. For more information about our solutions and integrations, please visit our website.

