

SIMPLEX BI CASE STUDY: THE MOVE TO SIERRA



Over the past two years, Simplex BI had the opportunity to work with a mid-size law firm to develop and implement a strategic plan for their practice management system. The firm was running an early version of Aderant Expert 8.1. The conversion from Elite Enterprise to Expert 8.1 was fraught with problems and it took many months to stabilize the system. With a bad taste in their mouth, the firm was hesitant to tackle upgrades, which, five years later, left them far behind the current version of Expert. They were dealing with critical bugs and performance issues. It was time to tackle this problem via an upgrade or conversion to another software.



WORKING WITH THE FIRM, WE IDENTIFIED THREE PATHS FORWARD:

1. Complete an on-premise upgrade to Aderant Expert 8.2 on new hardware.
2. Execute Aderant's "lift and shift" program to move to the Cloud-based system, Expert Sierra.
3. Engage with a different vendor and convert to their software.

The decision-making process started with a detailed examination of the current issues to determine whether an upgrade would resolve the challenges they faced every day. Simplex BI met with each administrative department using the Aderant Expert software, as well as a group of attorneys. Through this process, we determined an upgrade would resolve the major issues. With further investment in workflow and bill template development, an upgrade would propel the firm into a much better situation.

While an upgrade to Expert 8.2 seemed like the best choice, we also evaluated the option of moving to another software. The analysis of this option included the estimated expense and time to convert. The cost and time far exceeded that of an upgrade to Expert 8.2, a move to new software was not a viable option. Having decided to upgrade, we were then tasked with determining whether to leave the system on-premise or move to the Cloud.



TO EVALUATE A POTENTIAL MOVE TO THE CLOUD, WE LOOKED AT SEVERAL CRITICAL FACTORS:

1. The firm's ability to maintain and update an on-premise system.
2. The reliability of a Cloud-based system
3. Project Cost

ULTIMATELY, THE FIRM CHOSE EXPERT SIERRA FOR THE FOLLOWING REASONS:

- As a mid-size firm, they did not have the staff or skill set to provide ongoing maintenance and updates to an on-premise system.
- Expert Sierra provides backups, disaster recovery, and upgrades at no additional cost.
- Reference sites for Sierra were very strong.
- The five-year cost of ownership for Sierra was lower than an on-premise system.





RESULT:

A year after moving to Sierra, the firm is in a much better position. The critical bugs have been eliminated, performance and reliability have drastically improved, and they will soon upgrade to the latest release of Expert. Additionally, they have automated their accounts payable and billing processes via workflows and taken advantage of the mobile capabilities of the software.



If your firm needs expert guidance to get more value from your Aderant system, please contact us for a free consultation. We would be happy to evaluate your unique challenges and see if our services would be valuable to your firm. Reach out today!

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