



Streamlining processes at Wrigleys Solicitors LLP

CASE STUDY

WRIGLEYS
— SOLICITORS —





Wrigleys Solicitors LLP transformed their manual internal onboarding process by implementing Autologyx Catalyst, reducing waste and bolstering standardisation, alongside significantly improving compliance procedures. This case study examines how workflow automation addressed critical operational challenges and delivered measurable business value for this specialist law firm.

'Wrigleys Solicitors LLP is a specialist law firm with offices in Leeds and Sheffield.' Established in 1996, the firm has built a strong reputation for expertise in private client law, charities, education, pensions, and social economy sectors. As a forward-thinking practice with around 250 colleagues, Wrigleys focuses on delivering specialist legal services underpinned by long term relationships, intellectual rigour and excellent service.

The challenge

Before adopting Autologyx Catalyst, Wrigleys did not use any integrated software or platform for workflow automation. Instead, they utilised market-specific solutions for individual remediation projects. The absence of a unified system provided opportunities for the firm to make enhancements to the client journey. According to Senior Project Manager Luke Tasker:

“We were manually onboarding new work with a mixture of spreadsheets, email, and Word documents. Everything was drafted by hand. We had no standard process across the firm for internal onboarding generically; if we needed to overflow across teams with support colleagues, it was not possible as there were bespoke processes in each team.

Alongside this, Autologyx has allowed us to include the Compliance Team to have supervision of file opening.”

Key challenges included:

MANUAL WORKFLOWS ACROSS TEAMS

The lack of standardisation prevented seamless collaboration and resource sharing.

LIMITED MANAGEMENT VISIBILITY


Managers had no real-time oversight of workloads, volumes, or management information (MI).

COMPLIANCE RISKS

Inconsistent processes created challenges in maintaining consistent compliance standards.

COMPLEX RESOURCE ALLOCATION

The inability to evaluate workloads and allocate tasks efficiently hindered overall productivity.



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The Solution

Following a thorough evaluation of workflow and process automation solutions, Wrigleys Solicitors selected Autologyx Catalyst, prioritising flexibility and scalability.

Their decision was shaped by the platform's ability to adapt to unique workflows and its low-code environment, which allowed for custom use-case architectures.

As Luke noted:

"We focused on flexibility and scalability above all else. Autologyx stood out as an organisation we could work with rather than against, and the product had a low-code environment with no set-in-stone use-case/solution architecture, meaning we could flex it to our future needs."

The implementation experience was marked by positive collaboration with the Autologyx team:

"The team is knowledgeable, approachable, available, and personable. Rare in legal tech."

Key use cases for Autologyx Catalyst include its role as an onboarding platform, automating workflows and standardising client onboarding steps to ensure uniform quality. The most valued features were workflow automation and record forms, which enabled all colleagues to complete tasks consistently to the same standard.

RESULTS AND BENEFITS


The implementation of Autologyx Catalyst brought transformative changes to Wrigleys Solicitors:

STANDARDISED ONBOARDING


The firm established a uniform process for onboarding clients, backed by data to support decisions such as hiring additional team members.

EFFICIENCY GAINS

Wrigleys achieved approximately a 15% reduction in costs compared to the pre-automation manual process.



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IMPROVED USER EXPERIENCE

Employees found the system easy to use and reliable, despite minor challenges with account setup and field modifications.

ENHANCED MANAGEMENT VISIBILITY

Managers gained access to real-time metrics on workloads and volumes, enabling better resource allocation.

Luke reflected on the cultural shift within the organisation:

“It has reduced the ‘side door’ process, which previously led to difficulty in prioritising requests and undue delays.”

Future outlook

Looking ahead, Wrigleys sees significant potential for expanding their use of Autologyx Catalyst beyond client onboarding. The firm plans to explore its capabilities in generic task and workflow management, aiming to apply its benefits to broader operational areas. This forward-thinking approach aligns with the platform’s flexibility and scalability, ensuring it continues to support Wrigleys’ long-term goals.

Key takeaways

STANDARDISATION

Implementing Autologyx Catalyst standardised processes, leading to measurable cost reductions and improved compliance.

EFFICIENCY

Workflow automation streamlined manual processes, enhancing productivity.

VISIBILITY

The platform provided better management oversight and data-driven insights.

ADAPTABILITY

Autologyx's low-code environment supports ongoing optimisation and future expansion.

COLLABORATION

Above all else, the flexibility that Autologyx holds and their knowledge of "what others have done successfully before" becomes invaluable in what is increasingly a rigid legal technology landscape.



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