

McVey & Murrricane – A Customer Case Study

"MindGenius has continued to revolutionize my work and efficiency. The after care service is second to none and my queries are always answered extremely quickly. MindGenius helps me achieve the best I can in all aspects of life. Everyone should use it!"

Allan Radlow, Senior Partner, McVey & Murrricane

McVey & Murrricane is one of Glasgow's most progressive legal practices, having recently developed a range of new approaches and technologies which is driving remarkable growth in its conveyancing and remortgaging work.

Senior Partner **Allan Radlow** has been guiding the firm through these business changes, which have seen McVey & Murrricane investing in a state-of-the-art contact centre, and forging new business links with some of the UK's biggest lending institutions. The firm is also leading the way among Scottish law firms in pioneering new partnership arrangements with Independent Financial Advisers.

The result has been a dramatic rise in fee income for the firm, and recognition by its peers through success in some of Scotland's leading legal awards. These transformations in the way the firm operates have placed a premium on Allan's management skills and organizational abilities, and he has used MindGenius as an integral tool in steering his firm through this period of growth and success.

Allan has been using MindGenius for several years and describes himself as a huge fan. He no longer just uses it for high-level decision-making, although he feels it is vital in such situations, and now applies it to almost every aspect of his work. To effectively manage the business change issues McVey & Murrricane is facing, Allan believes organizational skills are paramount, and with MindGenius he is able to ensure his working life runs smoothly and methodically.

McVey & Murrricane's case management software is closely integrated with Microsoft Outlook. Tasks to complete on cases can be highlighted and flagged up in MS Outlook. This continues to be a benefit for Allan as he can assign actions within MindGenius to himself and his employees and they will be sent directly to his employees' mailboxes. This provides him with an easy way to keep track of what everyone is working on and keep an evenly spread workload. This in turn helps to ensure staff members do not get stressed about excessively high workloads as Allan can keep an eye on what has been assigned to each member of staff.

It helps his managerial skills too as he can see at a glance if people do not seem to be making any headway on their actions and are building up a lot of work. In this case, he can step in to offer help and support and keep on top of where this is required.

Allan has said the main difference he has experienced in the last couple of years, is the realisation he can use MindGenius anywhere he needs to **plan** or **organize** and anywhere he needs to **aid** his **memory**. This doesn't have to be a long drawn out process – it can take just a couple of minutes to help your mind focus and perhaps come up with new ideas that would not have been considered without using MindGenius. It is also ideal for drawing up his to-do lists and planning his day and meetings.

For meetings, Allan prepares an agenda before hand. This is something that used to take him about an hour but in MindGenius, he has found it just takes a few minutes. MindGenius helps Allan gather his thoughts and arrange them in a logical order with the minimum of fuss. He

can use the **drag-and-drop** function to pull ideas into more logical places after he has initially written them in the order they first came to him.

He is now in more of a managerial and business development role within the firm and finds MindGenius aids this greatly as it helps him to be more **focused** and **organized**. It means he can start a project immediately as it gives him the impetus to get on with tasks. Although he doesn't deal with clients as much these days, Allan thinks MindGenius does help him to offer a greater service to those clients he does work with as he is again more organized. As a result of using MindGenius, Allan feels more on top of things and therefore **less stressed** at work and at home.

The export to MS Outlook function is extremely useful as a **planning tool** too. Allan uses it mainly in his management and business development, as a way of clarifying his thoughts. The planning is consolidated with his month/week/day view in Outlook. He can see tasks allocated and receive reminders through MS Outlook, to let him know when he needs to complete them by. Planning using traditional methods can take a frustrating amount of time. It can be long-winded and difficult to plan effectively. Allan has found that MindGenius allows him to massively cut his planning time and to make the time he does spend on it more effective.

Allan thinks that some in his field may view Mapping as something for more creative industries to use. However, Allan strongly believes this is not the case. Allan has seen it hone his thinking skills and this can lead him to make new breakthroughs and think outside of the box for the benefit of himself and his clients. Due to the fact it also **increases productivity** and **organizational abilities**, it is ideal for solicitors who need to be on top of all the facts when dealing with clients and lenders. It is also ideal when a solicitor is working on several cases at one time as it ensures little details are not forgotten about.

"The software helps get thoughts into a co-ordinated approach. It means you don't forget some small detail that though small is usually vital. When we work with fee products and lenders we can work better and reach our full potential. In this sort of situation, nothing can be left to chance. Ignoring a small detail can mean the difference between a client getting a mortgage and not."

Allan Radlow, Senior Partner, McVey & Murrice

Allan thinks that the benefits of MindGenius are consolidated by the after care service he receives from the Customer Service team at Gael Ltd, which responds promptly and effectively to any queries.

MindGenius has revolutionized Allan's working life and business processes. Planning and organization have never seemed easier. MindGenius is an integral part of his work life at McVey & Murrice, and of the transformation the firm is going through.

For further information on how MindGenius can benefit your organization email info@mindgenius.com or aradlow@mcvey-murrice.com.