

CASE STUDY  
Helm360 delivers  
smooth Elite 3E upgrade  
to Mills & Reeve



# The Starting Point

Mills & Reeve is a full-service law firm based in the UK. They have seven offices in locations throughout England, 500+ timekeepers, and an international client base. Their size and multi-office structure necessitate an Elite 3E environment that is complex and highly customized.

**They came to Helm360 for a smooth, well-supported, and thoroughly tested upgrade experience.**

As a large firm, Mills & Reeve's initial Elite 3E implementation had extensive customizations and an intricate footprint which presented unique challenges and required a significant time investment.

For their upgrade to Elite 3E 2.9, Mills & Reeve wanted a smooth upgrade project that delivered optimal application performance, reliable customizations, and minimal disruptions to business.

## WHY THEY HIRED US



A highly cost-effective onshore/offshore hybrid delivery model.



Deep knowledge of Elite 3E and other core Thomson Reuters products.



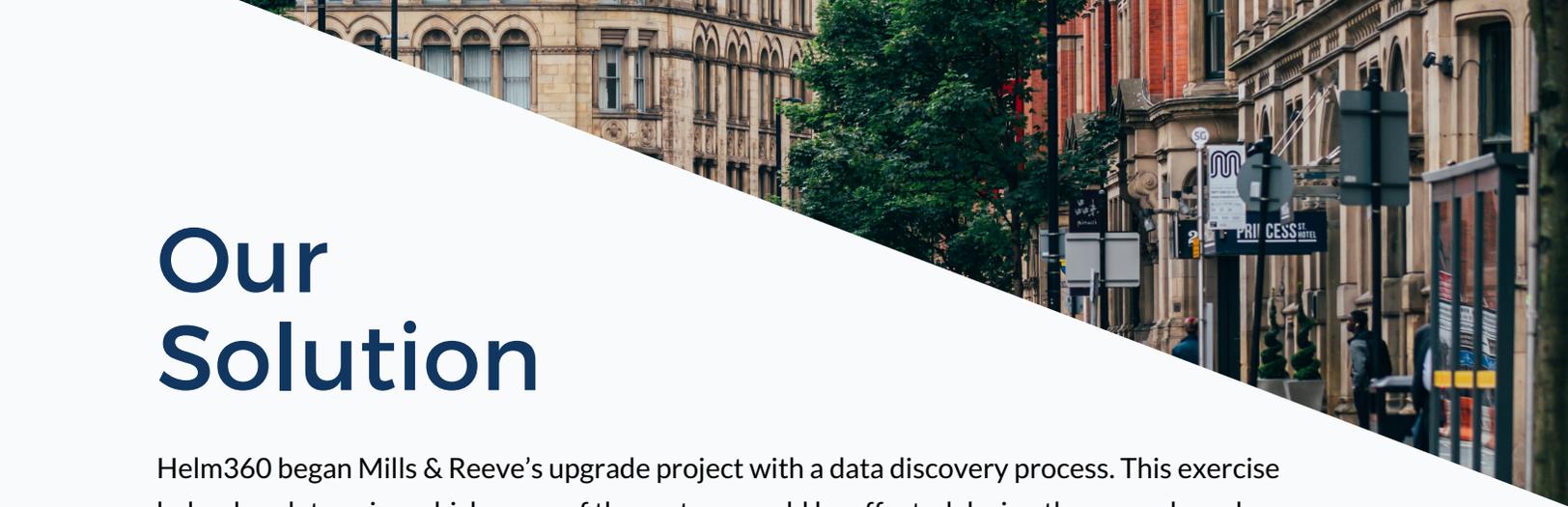
Proven expertise; we have 20+ years of legal tech experience.



Customer service; we listen, we collaborate, and we create solutions that meet our clients' needs.



Creative IT solutions tailored specifically to our clients' situations, timelines, and budget.



# Our Solution

Helm360 began Mills & Reeve's upgrade project with a data discovery process. This exercise helped us determine which areas of the system would be affected during the upgrade and facilitated better project planning, including scheduling, determining personnel needs, and pinpointing possible problem areas. It also gave Mills & Reeve insight into where and when potential disruptions to daily workflow might occur; they had the opportunity to plan for potential downtime.

Our solution also included QA functional and performance testing services which allowed us to thoroughly test the upgraded system before the go-live.

These tests included stressing the system beyond the firm's current month-end load and its current number of users. Our goal was to demonstrate the system 1) was indeed ready to go live given the firm's current parameters, and 2) can handle any future additions to usage and users.

As we were already supporting Mills & Reeve's customizations, logging and resolving customization issues went quickly and efficiently thereby contributing to a smooth upgrade experience.

## **Helm360 + Thomson Reuters = Maximum Elite 3E functionality**

Helm360 and Thomson Reuters (TR) have an established working partnership. This relationship allowed us to tap into both companies' Elite 3E skills, expertise, and capabilities during Mills & Reeve's project ensuring the law firm received optimal Elite 3E functionality. This is a value-add feature of working with Helm360.

## Key solution features

- In-depth data discovery process
- Functional QA testing
- Performance testing
- Familiarity with the firm's customizations
- Adequate staffing
- Deep Elite 3E knowledge

# The Results

Mills & Reeve's primary concern was a smooth transition to their upgraded system. To meet this requirement we allocated substantial resources to the project including:

- Application Consultant
- Technical Lead
- Testing Lead
- QA resources

These specialists kept the project on schedule and provided support throughout the go-live. Adequately staffing the project also resolved issues, concerns, and questions in a timely manner.

Ultimately, our combination of technical services and experienced personnel resulted in an effective project plan that addressed all Mills & Reeve's requirements resulting in an on-time go-live and a very happy user base.

*“Thank you so much for all the excellent work you and your teams did over the weekend and in the months beforehand. Your commitment, tenacity, responsiveness and technical expertise have all been hugely appreciated. Your support has been fantastic and it has felt like an excellent collaboration between our team and your team.”*

**Christopher Sizer**

Project Specialist

Mills & Reeve



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