



# *How taking out-of-hours payments transformed DJM Solicitors' cash flow*

Looking to modernise their firm's website, DJM Solicitors knew they wanted to enable clients to pay invoices online, but they needed a solution to meet their needs as a law firm.

We speak with Barry Davies, Director at DJM Solicitors, on what makes Legl different and the impact it's had on their business.



**Barry Davies**  
Director, DJM Solicitors

## **The missing link**

With over 20 years' experience in law firm management, Barry Davies is the Practice Director and COFA at Douglas-Jones Mercer (DJM).

Looking to improve the ways customers engage with the firm, Barry needed a way for clients to pay invoices at any time, remotely. The payment solutions available were too generic, too complex to implement or just plain clunky. Nothing in the market spoke to the requirements of a regulated law firm.

After a chance email, Barry was introduced to Legl, and it changed everything. **"Legl's online payment solution was exactly what we were looking for. Legl felt too good to be true."**

What made Legl's solution different? It boils down to three key reasons:

"First, Legl understands law firms and all the idiosyncrasies. They understand the landscape, terminology and what our clients need.

They don't just provide an online payment solution but something which is tailored to our needs."

This means taking payments into both office and client accounts, matter validation and automatically generating payment receipts for clients with invoice and matter references, and much more.

“With Legl’s online payment solution we reduced our debtor days and improved our working capital cycle. It’s had a hugely positive impact on our firm.

“Second, Legl’s solution gives our clients confidence in the payment process.

Many generic payment solutions give clients the impression they’re being shipped off to somewhere else on the internet to make payment. It feels disconnected from the firm, and it doesn’t give clients the confidence they need to part with money online.

The total opposite is the case with Legl. The entire user experience is designed to give clients confidence - from the user flow to the customisation with our firm branding.”

“Third, **Legl’s technology is so easy to use - both for our staff and our clients.** Further, it was simple to implement Legl on our website.”

## Transforming cash flow

DJM Solicitors could see the impact of Legl overnight.

“Before we had Legl, we were missing a huge opportunity. Unless our finance team were actually at their desks when clients called to make a phone payment, we were missing out.”

It was increasingly important for DJM to take payment at times convenient to their clients - often out of business hours.

“Since implementing Legl, **60% of payments are made outside of office hours - all payments which would have been delayed without Legl.**”



How has this impacted their cash flow? “With Legl’s online payment solution we reduced our debtor days and improved our working capital cycle. It’s had a hugely positive impact on our cash reserves.”

By using Legl, DJM Solicitors achieved their objective: giving clients convenient payment options and improving business practices.



# *3 reasons why* DJM Solicitors chose Legl

*DJM Solicitors wanted a way for clients to pay invoices online, but needed a solution which understood the specificities of law firms.*

*Barry Davies, Director at DJM Solicitors, shares the three reasons why they chose Legl.*

“ Since implementing Legl 60% of payments are made outside of office hours. Using Legl has reduced our debtor days and improved our working capital cycle.

**Barry Davies**  
Director, DJM Solicitors



## **1** Tailored for law firms

“Legl understands law firms and all the idiosyncrasies which come with us. You don't just provide an online payment solution but something which is tailored to our needs.”

## **2** Client confidence

“Legl's solution gives our clients confidence in the payment process. The entire user experience is designed to set clients at ease - from the client-facing flow to customised firm branding.”

## **3** Easy-to-use

“Legl's technology is so easy to use - both for our staff and our clients.”

### About Legl

Legl gives law firms the tools to grow and succeed in a digital-first world. From digital client onboarding to better payment options, Legl's easy-to-use software helps law firms give their clients a great experience while modernising manual processes.

Top-100 UK law firms use Legl to engage with thousands of clients and process millions of pounds in payments. Legl has won the LexisNexis Award for Legal Supplier Innovation (2020), the Modern Law Award for Business Growth (2019) and was chosen by the leading law firm network, LawNet, as a Preferred Supplier.