

## Case Study: Minster Law

### About Minster Law:

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Minster Law is a law firm based in Wakefield that specialises in personal injury claims. Ranked within the top 100 UK firms by [The Lawyer](#), the law firm prides itself on being straightforward with clients and working as a partner rather than just a service provider.

The firm has been chosen by many leading brands across insurance, retail and banking, covering 300,000 policies. Recently, it was also named [Insurance Law Firm of the Year 2021](#) at the British Claims Awards.

### The Business Challenge:

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Cloud-based technology has transformed over the last few years and law firms, like Minster Law, are moving away from the private cloud due to the inflexibility and price of their contracts. The acceleration of hybrid working has increased the desire to explore the possibilities of the public cloud with Microsoft Azure.



To create a successful transition from private to the public cloud, Minster Law required the following elements:

- Current functionality wouldn't be disrupted
- Hosting their Case Management System on a flexible cloud platform
- Compliant with data management, storage, and privacy regulations

## Our Focus:

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Our immediate priorities were to consolidate Minster Law's servers and move all operations to cloud-based solutions. Making the switch to the cloud has proven beneficial, giving the firm full visibility and better management of its data, while increasing staff productivity and improving the overall stability of their service offering.

Minster Law has accelerated their digital transformation journey by upgrading the systems, technology and software used across the business. A critical part of this involved consolidating over 100 of their servers to 40, ahead of moving their infrastructure to Microsoft Azure.

Due to the compliance complexities facing the legal sector, Minster Law looked to Jungle IT to support the implementation of Microsoft Azure Virtual Desktop to enable clerks, case handlers and other legal professionals to access sensitive data wherever they are, including from their own personal devices.

Minster Law was also keen to better use the data gathered from within their business to make decisions about processes, recruitment and case capacity. The switch to intelligent, responsive systems means the information available for analysis will be more meaningful than ever. Given our extensive experience, we were able to extract the metrics that are essential for future decision-making within the company. We also worked with internal teams at Minster Law, helping them to identify and benchmark their performance and goals using data gathered from their tech, software and systems.

Maintaining pace over the next few months and years will be intrinsic to increasing the number of cases Minster Law can deal with and improving its operational efficiency.



Moving to  
Microsoft Azure  
saved Minster Law  
£8k per month in  
hosting and  
licensing costs



## Why Minster Law chose Jungle IT:

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Technology and IT are central to the successful operation and growth of businesses. This is particularly true of legal firms that store tremendous data and handle large caseloads involving team members across various departments. Minster Law realised that its business growth could not be accelerated without transforming its systems and IT infrastructure. It also understood that consolidation of its systems and moving to the cloud would allow the firm to work in a more agile way and become more resilient during and after the pandemic.

As a result of a post-pandemic reduction in injury claims combined with legislative changes, Minster Law knew they urgently needed to adopt new processes using updated software, systems and hardware to support and improve its operations.

Minster Law needed a trusted IT partner to help them make major infrastructural changes and move to the cloud. As a result, Jungle IT was appointed because:

- Minster Law needed a true strategic IT partner who cared about the bigger picture and would work with the firm to achieve their long-term business goals. They understood the importance that appointing a strategic IT support partner was in allowing them to streamline working operations and set up the business to scale growth.
- Minster Law was able to adapt their IT strategy entirely around their organisational structure and variety of end users, instead of the 'one size fits all' approach they had previously experienced. Through a consultative relationship with Jungle IT, an agile, flexible and most importantly, a future-proof strategy was created.
- The huge improvements made to the way Minster Law manage their IT infrastructure and both technical and operational processes means they can now confidently make better informed forecasting and growth projections.

## Testimonial:

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“We’re passionate about supporting local businesses. So, when we discovered Jungle IT are not only well equipped to work with us, but are also Yorkshire-based, it was a no-brainer. We have a very knowledgeable internal department and don’t need much handholding. So, working with Jungle IT has been a dream as their team understands when to flag potential issues or suggest improvements but also when to just let us crack on with our day-to-day business as usual.

Jungle IT is extremely adaptable to our ever-changing needs. As was the case for many businesses, COVID-19 resulted in us having to make all our services and systems accessible for hybrid working. This created some challenges and burdens on our business as we wanted to maintain our team’s productivity without sacrificing security. This is no small feat, but the transition happened smoothly thanks to Jungle IT’s personable, consultative approach led by our amazing account manager Paddy.”

**Ash S., IT Operations Manager, Head of Digital Operations, Minster Law**

## The Results:

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Better visibility and management of data



Reduced security & compliance risk levels



Future-proofed IT infrastructure



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