



# Raising The Bar... *literally!*



With over 16,000 active members, The Bar Council and The General Council of the Bar represents and regulates all barristers in England and Wales.

It promotes The Bar's high-quality specialist advocacy and advisory services, fair access to justice for all, the highest standards of ethics, equality and diversity across the profession.



*"smartimpact quickly grasped and understood the way our complex business works. They took the time to dig deep into our rules, and the obligations placed on Barristers and challenged what we thought we needed from the project."*

**Andrew Wylie**, Head of Project Management Office, The Bar Council

## The challenge – *to deliver all-out digital transformation*

From the very beginning, The Bar Council had a vision to break down data silos, eliminate all inefficiencies and step up the services they offer to their members. Ultimately, they were striving for that elusive "single source of truth"

## The solution - *MyBar integrated platform*

The implementation of an integrated CRM and web solution to create the MyBar members portal. With MyBar, barristers can **self-serve** and manage their membership.

## Measurable results - *saving time and money*

Their investment has also allowed them to reap the benefits of a huge cost saving. From spending £213,000 per annum in previous years on technology, they are now spending £65,000, which is an overall **whopping cost saving of £148,000.**

### At a glance...

 **16,000**

#### ACTIVE MEMBERS

Barristers in England and Wales

 **£148,000**

#### COST SAVINGS

Initial cost saving of £148,000 in 2018 alone

 **511 hrs**

#### TIME SAVING

**smartentry** app saved 511 hours of barristers' time just within a small pilot



# Solution summary

### smart membership



to manage, monitor and drive member activity and subscriptions

### smart connector



for integration with the website, bulk email system and SagePay

### smart events



to manage events planning, registrations, execution and follow up

### smart entry



to streamline processes and reduce long queues at Court security



*Our new system has also resulted in a huge cost saving – £148,000 in 2018 alone. The amount we invested in this digital transformation project with **smartimpact** is also less than we used to spend in one year, which is an outstanding achievement.*

Andrew Wylie, Head of Project Management Office, The Bar Council



## And finally... *the smartentry app*



We suggested and prototyped the very first mobile app to support the “[Professional Access Scheme](#)” to securely hold each Barrister’s ID. This could be verified by an electronic reader at court security gates so security staff could fast-track them into court, meaning barristers had direct entrance to courts without queuing to be searched.

With ever-increasing security checks and searches, the pilot app reduced these long queues, streamlined the process and got the barristers to court much more quickly.

The **smartentry** app received extremely positive feedback from members and saved 511 hours of barristers’ time just within the pilot – it’s easy to imagine the value of that time.

This outstanding return on investment moved the pilot to full deployment into hundreds of courts – a great achievement for all.



E: [info@smartimpact.co.uk](mailto:info@smartimpact.co.uk)

T: 0845 544 2043

First Floor, 29 Queen Anne’s Gate,  
London, SW1H 9BU,  
United Kingdom.

## Has this got you thinking about your own transformation project?

**Get in touch** if you’d like to discuss new ideas and ways of working. Wherever you are in your digital transformation, sign up for a **free 2-hour consultation** with our Transformation Consultants.

