



Maintaining a reputation like yours is how we've built *ours*

Exceptional firms, from sole practitioners to the Magic Circle,
outsource their calls and live chat to us.



Introducing a whole new way to *answer* your calls.

We help firms identify how best to restructure their call handling and switchboard provision for a better client experience and fewer fixed overheads.

Money Penny Receptionists, dedicated to looking after calls for the legal sector, either replace your existing provision by providing a 24/7 fully outsourced solution, or support your in-house team by looking after overflow calls whenever they are busy or unavailable. **The choice is yours.**

How it works

- **Meet your Money Penny Receptionists** - We work with you to select the right receptionists for your firm. Brief us on how you'd like calls to be handled and tell us about any VIPs, so we know who to put through straight away.
 - **Divert your calls** - We'll liaise with your internal team, coordinating the technical elements of the divert process and even dealing with telecoms providers directly if you wish. Our team has lots of experience and will work with you until your set-up is complete.
 - **Impress your callers** - With an online diary and call handling instructions to hand for each of your employees, your Money Penny Receptionists will work together diligently; either transferring calls or sending messages immediately.
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Choose agile outsourcing

For a more dynamic business environment.

- **Flexible support when you need it most**
Cost-effective and instantly scalable
- **Facilitates remote working**
Calls transferred to people working anywhere
- **Business continuity**
Continuous communication no matter what the circumstances
- **Auditable call & message history**
Available online to review at any time
- **24/7 availability**
Ideal for international offices
- **Ancillary tasks undertaken**
Including appointment booking
- **Optional speech recognition technology**
To save up to 80% on switchboard costs



Generate more and better *quality* leads as well

Introducing Outbound Calling

Whether it's qualifying prospects, providing tailored quotes, arranging and following up on appointments, or reaching out to historic and existing clients, trust us to represent your firm perfectly.

Acting as a seamless extension of your firm, your dedicated Moneypenny Receptionists will nurture leads to the point of conversion, leaving your in-house team free to focus on delivering their expertise.

What we offer

- **Conveyancing**

We've combined our experienced people with the power of Perfect Portal to create the ultimate solution for your conveyancing enquiries. Have us qualify, quote and convert prospects so your team is left with brand new clients ready to advise.



- **Claims management**

Whatever your area of expertise, our team will pre-qualify your incoming claims enquiries and escalate the most important leads to your team to follow up on.

- **Wills & probate**

We'll reach out to existing clients to check for any changes in circumstances so you've always got up-to-date information.

0333 202 1005 | moneypenny.co.uk/legal



Mia, Moneypenny Receptionist.

“

Moneypenny has freed up a lot of time for our admin staff, and taken the pressure off following up leads as soon as they come in.

”

askews
ASKEWS LEGAL LLP

Pritpal Chahal,
Solicitor & Practice Manager

We're obsessed with the detail. That's what makes us *different*.

Whether you're looking to reinvent your front-of-house experience, or simply reduce call waiting times and improve service levels, you've come to the right place.

One passionate team

- **Recruited for attitude** - The only prerequisite to working at Moneypenny is a positive and proactive approach. The rest, we teach. Our rigorous seven-stage recruitment process leaves only the very best candidates standing.
- **World-class training** - Our six-month training program equips our team with all the knowledge and skills needed to deliver exceptional service on behalf of our clients. Regular reviews ensure these exacting high standards never slip.
- **Award-winning culture** - Our unique working environment (consistently recognised as a 'Best Company to Work For') and low employee attrition are the result of continuous investment. This is the true value we deliver for clients.

Powerful technology

- **Intuitive software** - Blocks cold callers and recognises VIP & repeat callers for a better client experience.
- **CRM integration** - Option to allow a seamless flow of real-time caller information between our system and yours.
- **Business continuity** - Backup systems in place to ensure our teams and yours remain operational in the face of the unexpected.

Working with global technology brands



Online management: Free Reporting Suite

Key portal features include:

- Set up at HQ and/or site level with varying levels of admin access
- Audit every call & message we handle on your behalf
- Identify trends, busiest times and reallocate internal staff accordingly
- Edit employee & company details we're referencing in real time

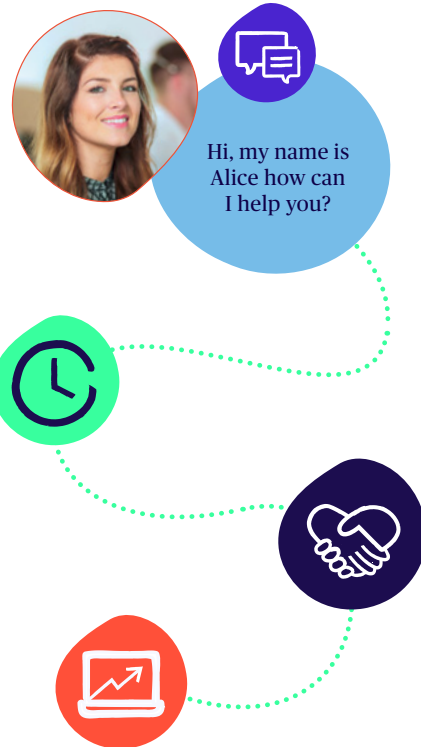
Invaluable user insight to help you maximise the benefits of outsourcing

All of your communications needs under *one* roof.

Give website visitors the same level of care and attention as you do your callers with a little help from our acclaimed people & technology Live Chat solution. **41% of chats to law firms generate a new enquiry.**

Live Chat managed on your behalf

- **Brief your Moneypenny Receptionists** - Tell us how you like to work so we're ready to chat whenever you need us.
- **Add Live Chat to your website** - Don't worry, it's a completely untechy job that you or your website host can do in minutes.
- **Start chatting** - Respond to website visitors and watch your enquiries increase overnight.
- **Be available to chat 24/7** - Rely on your Moneypenny Receptionist to represent you perfectly whenever you're busy or in meetings.



46%

of legal chats take place out of hours

“ We captured 11 leads over our first weekend alone. ”



“ Live Chat enhances the level of service we provide to our clients. ”



Your outsourcing journey with us explained.

1

Understand your needs

Tell us about your existing set-up and the objectives you wish to achieve by outsourcing your calls to us.

2

Find the right solution

We'll create a bespoke proposal for your team to review and digest.

3

Confirm a timeline

Our team will work with you to finalise a timeline for implementation and go live.

4

Implement our plan

Your mobilisation will be overseen by us and we're happy to liaise with telecoms providers on your behalf.

5

Go live

With your receptionists briefed and clear on how you wish us to represent you, our service will go live from a pre-agreed date and time.

6

Continuous support

Your Account Manager is always on hand to discuss any service or account queries.

Dedicated account management

Data intelligence is key to maximising the benefits of agile outsourcing which is why, in addition to the daily statistics and online reports available in your Moneypenny portal, your Account Manager is also available for regular catch-ups to discuss usage and ways to drive further cost efficiencies.

Let's get to *work*.

Your next step is a follow-up call with Bernadette, our legal expert, which you can have now by calling **0333 202 1005**. Alternatively, schedule another time to speak with her via [Calendly](#).



Bernadette Bennett

Commercial Manager - Legal
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Solve your biggest call handling challenges today

- Reduce your operating costs
- Scale instantly based on demand
- Improve the client journey
- Free up internal resources
- Access world-class capabilities
- Gain an immediate business continuity plan