


# Customer Update

August 2020



*"In April a closer look at  
workflows, we were able to  
pinpoint efficiencies through  
use of steps that were  
redundant."*

# Welcome to our second annual customer update.

**In April of this year, Peppermint celebrated (virtually!) it's 10th anniversary. I would like to start this update with a thank you; for your belief, backing and support. We simply couldn't have come this far without you.**

Since lock down began in March, we have had to rapidly adapt to a new way of life, which has included setting up home offices or working from kitchen tables, adapting to the brave new world of Teams Meetings.

There have been so many affected sectors such as property, leisure, travel, hospitality and traditional retail which have experienced unprecedented drops in revenue. The worst may be yet to come as the furlough scheme ends and consumer confidence struggles to rebuild. From a work perspective, Teams Meetings have proved to be invaluable and Amazon and Netflix have been lifelines for shopping and entertainment. Even the most ardent sceptics have embraced technology, fast forwarding a tech revolution by years in just four months.



Firstly, there was an initial spike in demand for hardware such as laptops to enable employees to work from home and remain connected to their customers and colleagues. IT and cloud-based software companies saw a huge increase in demand for their services as we all began to work remotely, providing connectivity, but also ensuring security of information remained watertight.

COVID-19 has caused the UK economy to drop faster and further than we have seen in living memory. We all hope that the wider economy rebounds quickly and all sectors recover sooner rather than later, although even the most optimistic of us remain cautious. Technology and digital services more than ever will be omnipresent at the heart of a business and I sincerely hope it will prove to be the catalyst for all sectors to recover, adapt and thrive. Technology is often viewed by doubters as a force of unwanted change, but in this instance, we need it to be the saviour of our economy.

I hope that your investment in Peppermint is proving to be beneficial and valuable as we support you and your firm through this period.

Thank you for your continued support and hopefully see you (in person) soon.

**GARY YOUNG, CEO**



---

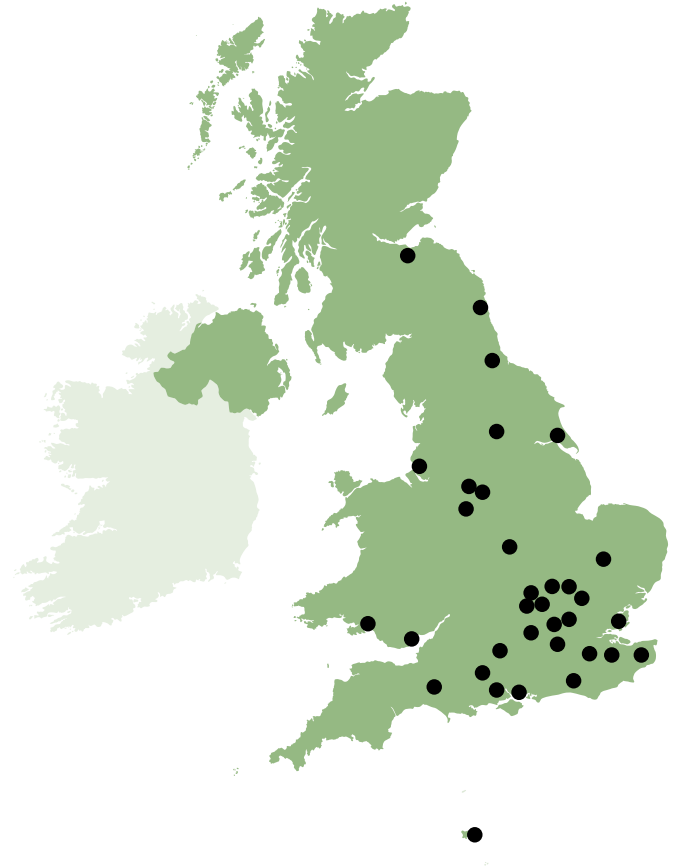
# Peppermint Customers

Our customer community comprises of legal services businesses across the UK and Channel Islands, with 36% of the user base within Top 100 firms and 60% of the user base within Top 200 firms. **Over the last 12 months we have:**

- Welcomed a number of new clients, including Birketts LLP, Irwin Mitchell LLP and DWF
- Migrated two "on-premise" customers into the Peppermint Cloud
- Completed the Peppermint Cloud CX Upgrade Programme
- Developed a COVID19 support package for customers
- Renewed and extended a number of our existing customer contracts
- Achieved full ITIL certifications for all customer service team members

## **In our next financial year, we plan to:**

- Welcome a number of new clients into our community
- Continue to significantly increase the number of users on our platform
- Transition more "on-premise" clients onto our Cloud service
- Upgrade customers to the new SharePoint Online Document Management Service



---

# New Customers



---

Welcome to the Peppermint Community, Birketts.

Birketts LLP, winner of 'Law Firm of the Year: The Independents – Regional' – The Lawyer Awards 2019, has selected Peppermint Technology to deliver the Peppermint CX365 Case and Matter Management module to help support consistent working practices across the firm and improve client experience.

Given the need to replace their legacy case and matter management solution, Birketts were looking for a solution that would complement their broader investment in Microsoft technology, including Office 365, and introduce digital services that meet client expectations of modern service delivery.

[Read more](#)



---

Welcome to the Peppermint Community, DWF.

DWF has selected Peppermint CX365 Case and Matter Management to develop its managed services and case management platform to underpin the cost-efficient management and provision of legal and managed services. The solution will help drive the continued build out of the managed services platform to enhance the end-to-end client experience and add significant refinements to the operating model.

Daniel Pollick, CIO at DWF said: "We are very excited to be working with Peppermint. Our technology choice reflects our vision that the future is not about traditional 'legal' applications towers, but about integration of world-class technologies to drive our entire business. Peppermint's ability to help us leverage the entire Microsoft stack is at the heart of this decision."

[Read more](#)



---

Welcome to the Peppermint Community, Irwin Mitchell.

Irwin Mitchell LLP signed an agreement this year to work with Peppermint to prove their Next Generation Matter Management strategy. If successful, this will see all users from across the firm consolidate to a single matter management platform. This will enable the firm to standardise and simplify processes, enable modern digitised working and drive innovation through the delivery of their services.

---

# Customer Activity

## Enterprise Portal

---

Since launching the Enterprise Portal, we have seen some great customer adoption with some excellent use case examples. Acuity and Gosschalks amongst others are seeing real business benefit in terms of client engagement via the Enterprise Portal.

Online Customer Portals were a key requirement to come from the Peppermint Community during the COVID19 pandemic. To help our community, we recently ran a webinar to expedite adoption.

## Market Consolidation

---

Over the course of the last 12 months we have seen increased market consolidation within the legal services industry. Merger and acquisition activity is already starting post COVID19; a trend sure to continue into 2021.

A host of Peppermint Customer have grown via acquisition since the last Customer update, with Cripps, Morrisons, NLS, Pennington's, Tees all having been busy in that space!



“Peppermint is a strategic technology investment to ensure agility in pursuing growth via acquisition. It allows us to on-board quickly and efficiently.”

**Ashton Hunt,**  
Group Managing Director,  
Tees Law

---

# Microsoft

Our deep and long-standing relationship with Microsoft is pivotal to our mission to help firms modernise, transform, and grow. Over the course of the last 12 months we have continued to deliver value from the Microsoft relationship for our customers.

## ISV Connect

This year we announced that we had been invited to join Microsoft's Business Application ISV Connect Program, further strengthening our commitment to delivering cost effective and fast paced digital transformation for the UK legal sector.

Peppermint continues to be the only UK based Microsoft ISV Partner for legal.

[Read more](#)

"As a clear leader in the provision of cloud software for the UK legal market, I'm delighted that Peppermint Technology have joined the ISV Connect program. We look forward to building on the strong momentum that Peppermint is achieving in the market and continuing to work together to deliver transformational business outcomes for our mutual customers."

Steven Guggenheimer, Corporate Vice President, AI & ISV Engagement, Microsoft Corporation

## Global Business Applications Summit

Off the back of the ISV Connect announcement we were invited to showcase our latest technology and innovation at the prestigious Microsoft Global Business Applications Summit, which this year was a digital event due to COVID19.

Microsoft Business Applications Summit is a digital event experience that helps you turn data into action through sessions, community connections, and expert insights into the latest innovations from Dynamics 365 and Power Platform. Look ahead, stay ahead, and unlock what's next with proactive solutions based on in-the-moment intelligence.

[Read more and view the session](#)



## Peppermint User Days

We continued to run our new format Peppermint User Group Days through the last 12 months. Each of these events covered the latest developments in our CX platform and future roadmap plans, followed by focused discussion on module specific topics.

On 14th October we hosted 29 client firms to discuss our vision for the future, the CX roadmap and demonstrations of new product features. We also welcomed Blake Morgan to speak in our PMS focus session and everyone had the opportunity to network with peers and meet newer members of the Peppermint team.

On 17th March we were due to host our next Peppermint User Day focussed on Case and Matter Management. However, this plan was derailed by

COVID19. Instead we ran a series of virtual events that were very well received.

Over the next 12 months, we are planning to hold additional virtual user days. We will also continue to hold regular roadmap updates, and schedule in feature forums in line with new product feature development. Keep your eyes peeled for schedule and registration information for these events.



---

## COVID19 Update

This is a very challenging time for law firms and their clients as they develop strategies to stay safe, maintain compliance in a difficult environment, protect the rule of law and create financial plans to safeguard their future.

Peppermint has also taken steps to protect our business and our staff. As a C-19 Business Pledge supporter, we are committed to doing what we can to help tackle the impact of the coronavirus.

[Read more](#)



C-19 Business  
PLEDGE

**Peppermint is a  
C-19 Business  
Pledge signatory.**

We are committed to doing what we can to help tackle the coronavirus, supporting our clients, staff and community.



## Contact Us

If you have any queries regarding the information within this booklet please contact:

**+44 115 838 9300**

**Neil Henderson,**

Director of Customer Success

[neil.henderson@pepperminttechnology.co.uk](mailto:neil.henderson@pepperminttechnology.co.uk)

**Gary Young,**

CEO

[gary.young@pepperminttechnology.co.uk](mailto:gary.young@pepperminttechnology.co.uk)

**Peppermint Technology Ltd,**

Oaktree House, 2 Phoenix Place, Phoenix Park,  
Nottingham, NG8 6BA.