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How Appleby Global Is Building a Faster Path from Time to Cash with Expert Sierra

Featuring Jane Smith, Group Chief Financial Officer at Appleby Global

Every law firm knows the gap between doing the work and getting paid for it. The longer time sits between recording an hour and collecting on it, the more it costs, in capital and in the effort it takes to chase.

That gap is a priority for Jane Smith, Group Chief Financial Officer at Appleby Global. The firm has worked with Aderant for more than 20 years, and Smith, who has spent 16 years at the firm, is leading the organization's move to a cloud-first strategy that now brings Expert Sierra and iTimekeep together.

Appleby Global is an international law firm with more than 500 people, including over 200 lawyers, working from 11 offices across Bermuda, the British Virgin Islands, the Cayman Islands, Guernsey, the Isle of Man, Jersey, Mauritius, the Seychelles, Hong Kong, Shanghai and Shenzhen. Its lawyers advise on corporate, dispute resolution, property, regulatory and private client and trusts matters, and the firm has been recognized by Chambers, The Legal 500 and Global Restructuring Review, which named it Offshore Firm of the Year in 2024.

A Deliberate Move to the Cloud

For Appleby Global, the cloud was a choice made with the long term in mind. Smith says the firm set out to take advantage of cloud-based technologies.

> **"It was a deliberate decision for us to move to the cloud,"** said Smith. "I think that will give us a better platform for moving forward, enable us to be more efficient and ultimately provide better service to our clients and the people that we work with."

Shorter Lockup Starts with One Connected Workflow

The firm invested in Expert Sierra alongside iTimekeep, and BillBlast, so that the path from recording time to collecting payment runs through connected systems rather than separate ones. Smith explains why that matters most from where she sits.

"Anybody that works in a law firm will know, especially on the financial side of things, that reducing lockup is one of the most critical factors from a financial management perspective," Smith explained. "Having that flow from those systems working together, from the point of recording and capturing time through to billing and collection, is fundamental to improving efficiency within our business and ultimately being able to use the time better to service our clients."

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Expert Sierra in Practice: Time, Billing and E-Billing Working as One

The first change Smith points to is how lawyers capture time. Appleby Global's lawyers use iTimekeep, which integrates with Microsoft Teams and other applications they already work in. Because many of them are traveling or working away from the office, that access travels with them.

"We're having improved efficiency," said Smith. "Our lawyers are benefiting from iTimekeep, being able to integrate that with Teams and other applications. Our lawyers are often traveling or working away."

The second is e-billing. Smith describes the complexity of client e-billing platforms as a painful period for the finance team, and says having that capability built into the system has made a difference.

"The e-billing platforms and the complexity around that has been such a painful period," Smith noted. "So actually having that built in and integrated into the system is just really good."

A Partnership That Continues After Go-Live

Appleby Global was recognized with the Better Together Award at Momentum London. Smith sees it as a marker of the firm's collaboration with Aderant, and of a relationship that now spans more than two decades.

"We see this as a key milestone as part of our journey to the cloud," Smith said. "We've been with Aderant over 20 years now, so it's critical to have that good relationship with Aderant."

Looking ahead, Appleby Global is turning its attention to data. Smith says the firm wants to use a stronger data strategy as the foundation for predictability and automation.

"Keeping pace with modern technology is critical for us as a firm," said Smith. "We want to be the leading law firm in the tech space, which ultimately gives us better client service. Particularly, we want to focus on data strategy, to move into predictability and automation."

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