Osprey™
Approach

We make running your law firm easier

All-in-one legal accounting, practice and case management software

Workflow progress | Matter | Client

75%

Residential conveyancing workflow

Continue with next task

Account control | Limits | Invoices

£

Debtor

WIP

Disbursements

KPIs: Time Spent WIP

Oliver Peterson | Key date added

Sarah Hutton | Overdue

Practice & Case Management | Legal Accounting | Client Management | Client Portal & App | Reporting | Automated Workflows | Compliance

Osprey
Approach

One platform to manage your entire law firm

Successful modern law firms need to drive long-term efficiencies, enhance client service, and improve profitability. Empower your employees with Osprey Approach's efficiency-boosting software features and digital tools that help to reduce repetitive legal task and maximise time. Streamline your processes and build the solid technology foundations needed to stay adaptable and effective.

The complete **Osprey Approach solution combines comprehensive case management, powerful practice management, legal accounting and client management**. The software enables you to run a streamlined and profitable operation and build the solid technology foundations needed to stay adaptable and effective.

Case management

Improve efficiency, productivity, and profitability with an effective, centralised legal case management software that ensures regulatory compliance and reduces human errors. Osprey is a true end-to-end system that manages the case management lifecycle from initial query to completion.
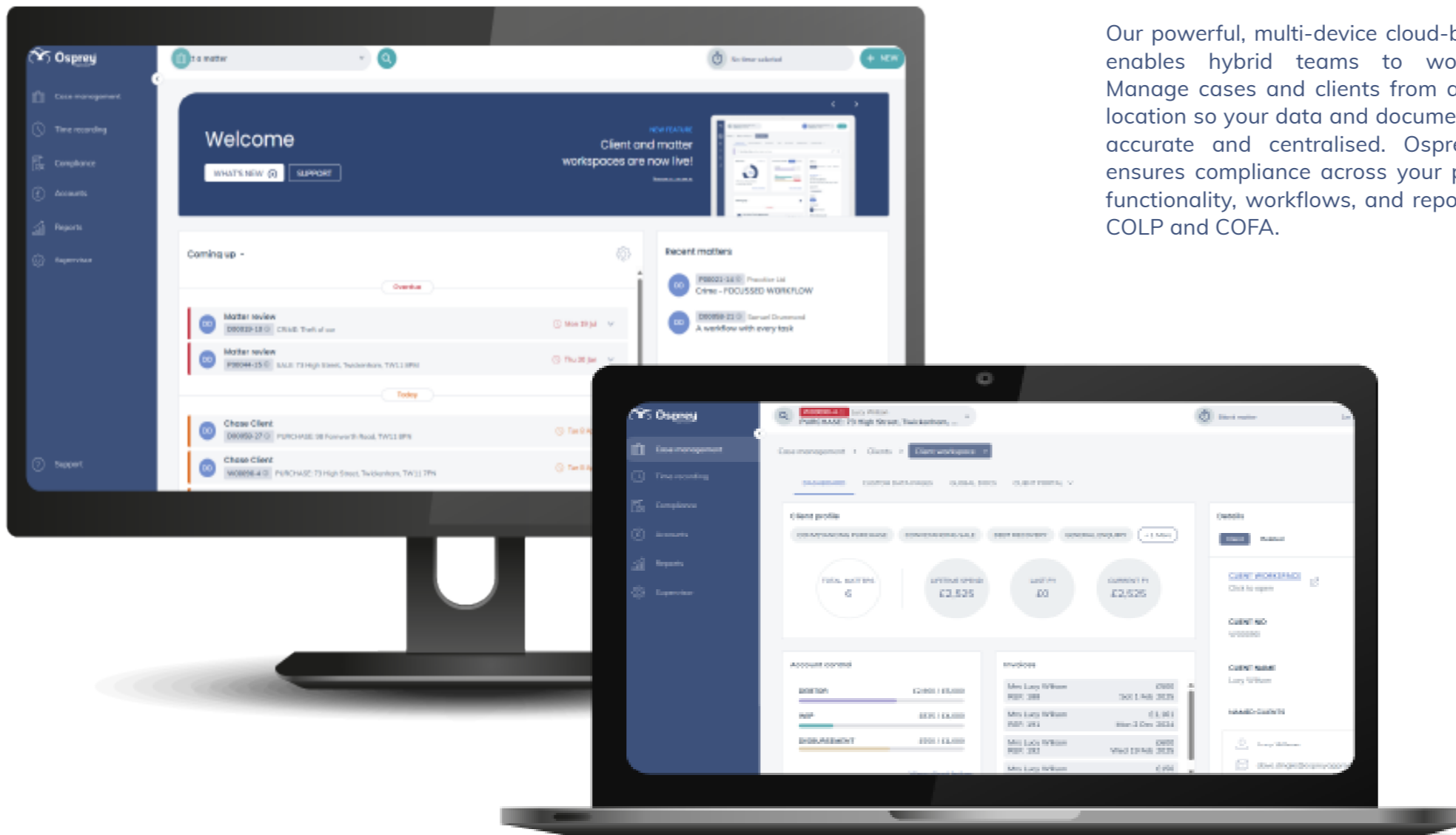
Legal accounting

Without time-consuming admin tasks, you can speed up the month-end processes and run a streamlined accounts department with ease. Our legal billing software allows you to manage both client and office accounts, which reduces errors, improves productivity, and provides the visibility you need to improve cashflow.

Practice management

Our powerful, multi-device cloud-based software enables hybrid teams to work effectively. Manage cases and clients from any device and location so your data and documents are always accurate and centralised. Osprey also helps ensures compliance across your processes with functionality, workflows, and reports to aid your COLP and COFA.

Client management

Exceed your clients' expectations and provide a convenient and modern onboarding and case management experience using Osprey Approach. The onboarding software, communication tools, and secure client web portal helps you to balance driving efficiencies for the firm whilst delivering excellent client care.

Discover how Osprey Approach can help your firm

Book an online consultation to find out pricing, see the software in action, understand our implementation process, and the benefits Osprey can bring to your team.
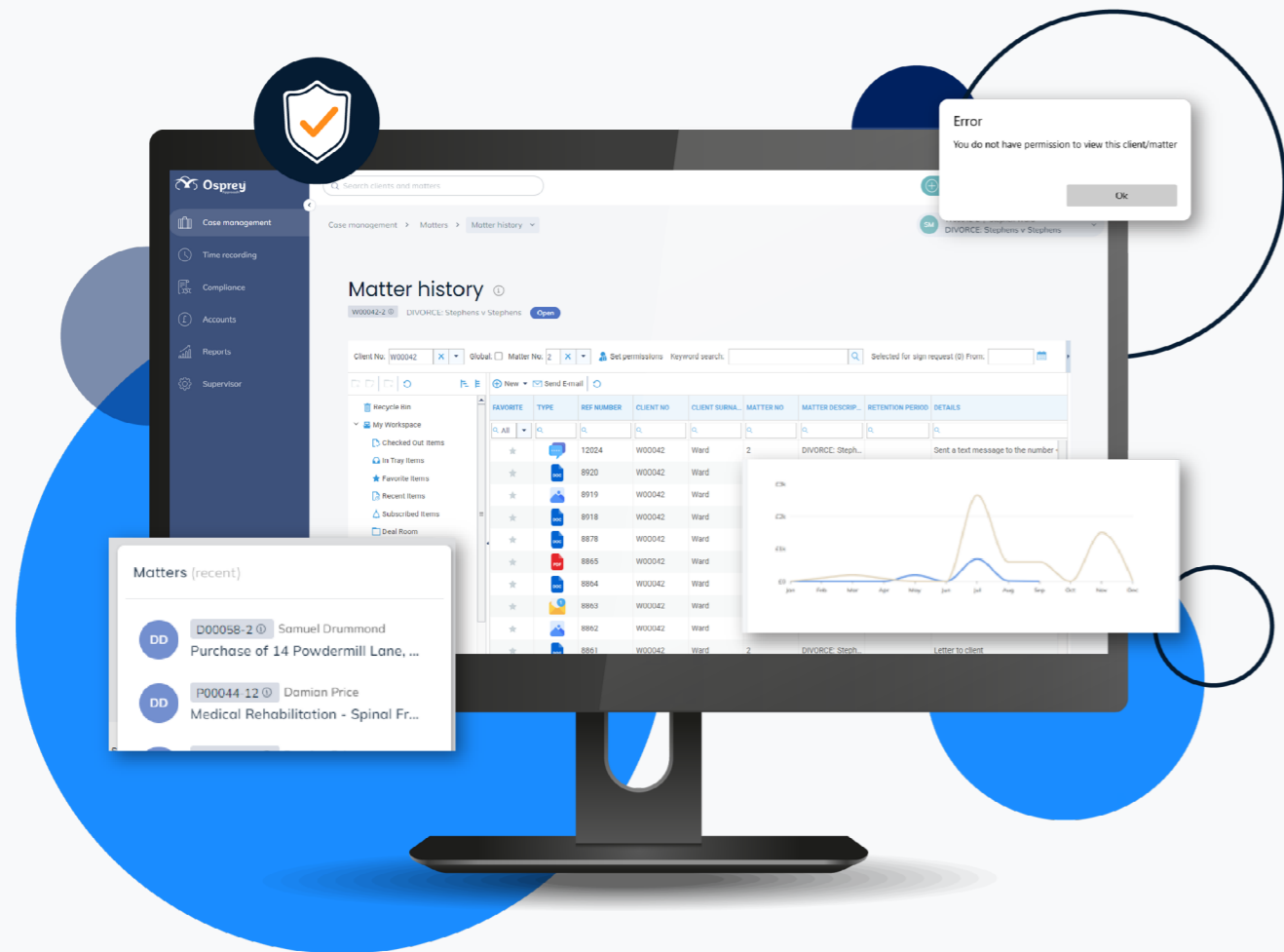
Book a consultation

PRACTICE MANAGEMENT

Be in control of your firm's future

With a powerful software solution at the core of your firm, you'll have the digital foundations to be efficient, adaptable and effective. Our centralised and connected practice management system puts you in control with a 360-degree visibility of your firm's performance that enables you to make smarter, data-driven decisions that will take your business to the next level.

Book a demo >

Gain 360 visibility

Osprey's fully integrated practice, case, and accounting system is SRA and HMRC compliant, so you can be confident you're reducing errors, minimising risks and working to best practices.

When using Osprey it's easier to reduce your reliance on physical files helping you become a paperless firm. Using one platform to run your entire firm removes disparate and disconnected systems so you're always working from real-time accurate data. This puts leaders and management in control of driving the firm forward to achieve goals and stay competitive.

Similarly, hybrid teams can better collaborate effectively with clients, colleagues, and third-parties no matter their location. The powerful integrations also ensure you can continue to utilise your favourite business tools so employees have the freedom to work how they prefer, whilst staying compliant and delivering efficient, quality service.

> "One of the benefits of workflows, and Osprey generally, is that everyone is working to the **same consistent process**, so we're very much a team. We can go into Osprey and easily understand the file and what's happening because we're all **working from the same data**, using the same processes."

Nicola Houston
Operations Director
Pavilion Row

Read case study

Reporting & BI
Discover hidden insights in your data with our extensive reporting and dashboard tools. Empower your firm to make smarter data-driven decisions that'll help you stay competitive.

Find out more >

Compliance
Integrate and centralise all your compliance tasks and procedures into one complete platform helping your firm to reduce risk and protect data.

Find out more >

Third-party portal
Improve efficiencies and boost productivity with a secure client portal that allows you to work effectively with third parties.
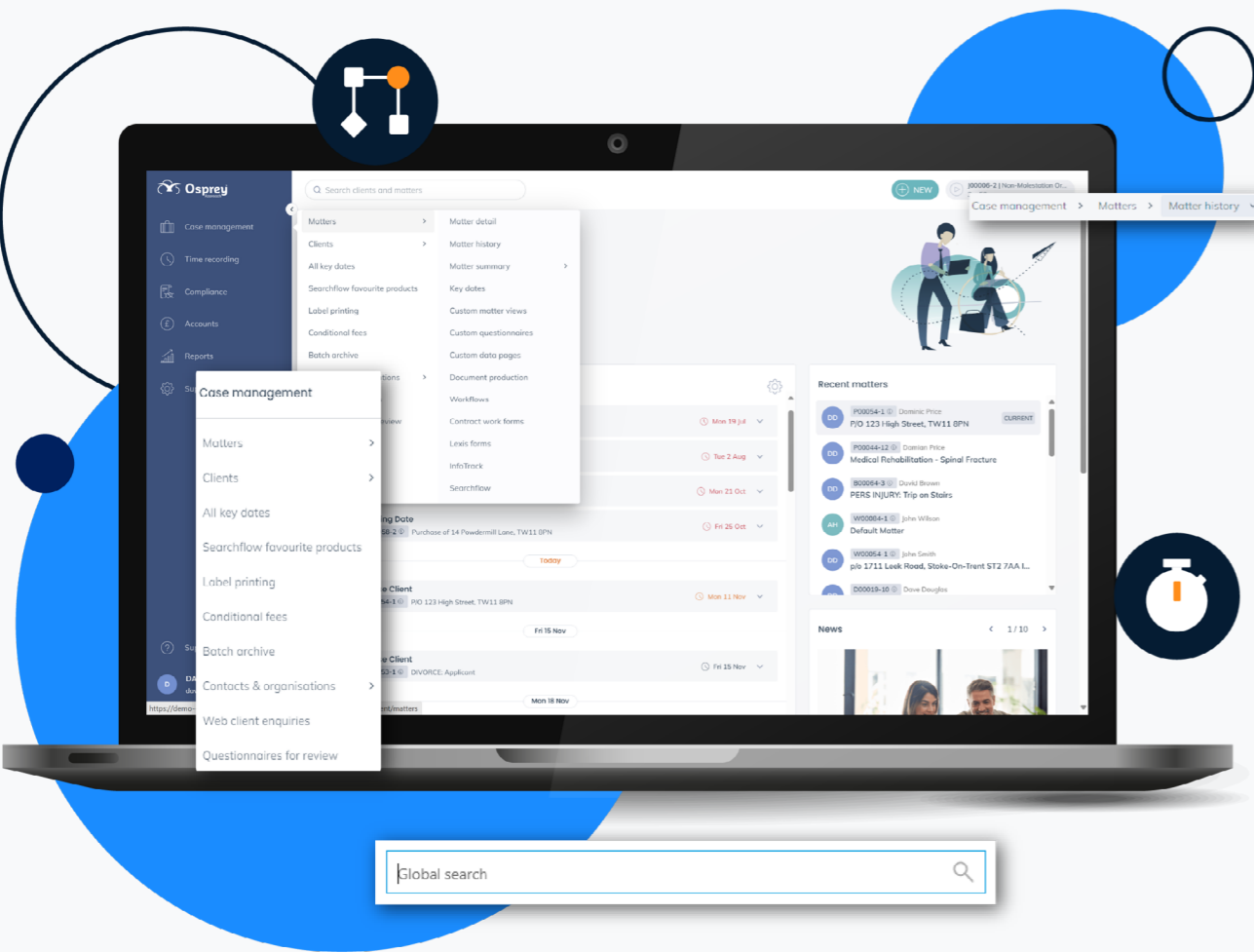
Find out more >

CASE MANAGEMENT

Increase efficiencies and work smarter

Improve efficiency, productivity and profitability with a centralised legal case management software that ensures regulatory compliance and reduces risk. A true all-in-one system that manages the case management lifecycle from initial query to completion. Record time, create documents, organise your to-do list, and bill clients easier and quicker with the Osprey case management solution.

Book a demo >

A future-proofed solution that scales with your firm

Court dates, SDLT deadlines, capturing data, appointments, exchanges—there's a lot to manage in any legal case. But with Osprey, your firm can stay on top of it all, simplifying day-to-day tasks. Our centralised platform streamlines the management of matters, allowing your law firm to focus on clients instead of getting bogged down in administrative tasks.

Empower your firm with digital tools that reduce the administrative burden at every step. Osprey helps automate processes like scheduling key date reminders, updating the client web portal, and managing legal forms. Our specialised workflows enable you to maximise billable time, driving efficiencies and ensuring you provide first-class, cost-effective services that deliver value to your clients.

"Time savings are important for us and our clients. We use a host of workflows, especially around conveyancing work, to automate tasks which would otherwise be very time-consuming. There's a workflow in place for everything so matters can now be set up in at least half the time it normally takes."

James Newnham
Practice & Accounts Manager
Newnham & Jordan

Read case study

Document management
Easily create, edit, store, and share documents. The digital file system improves accessibility to speed up production and improve client service.

Find out more >

Matter management
Easily manage cases with centralised tasks, documents, and deadlines for streamlined workflow.

Find out more >

Automated workflows
Drive long-term efficiencies by automating and standardising repetitive legal tasks using our 50+ templated, but customisable workflows.

Find out more >

Time recording
Increase your billable hours whilst reducing your admin with the easy to use, and accessible on the go, digital time tracking tools.
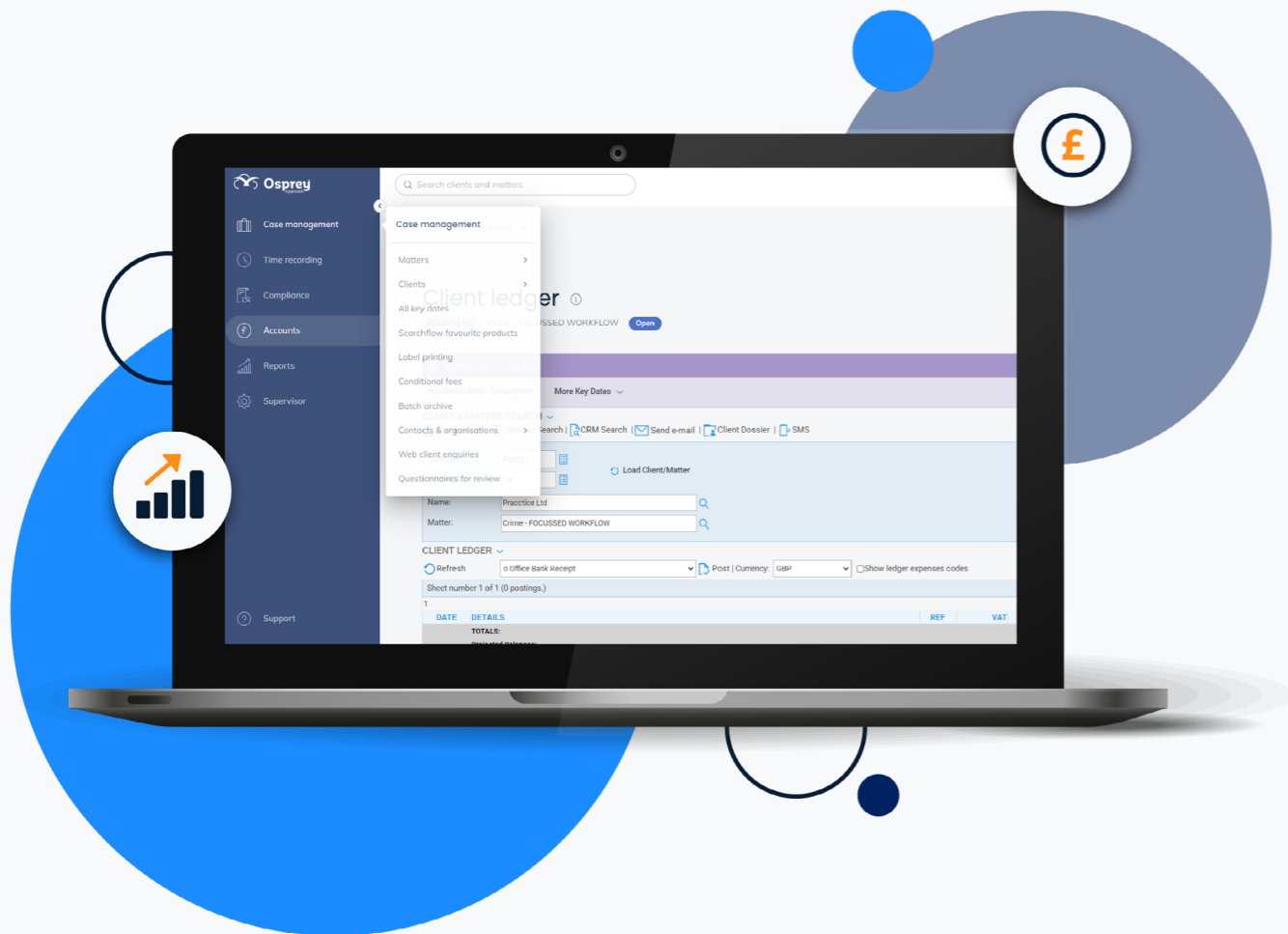
Find out more >

LEGAL ACCOUNTING

Simplify your firm's accounting and billing

The Osprey Approach legal accountancy and billing solution is the superior, fully integrated solution that gives you confidence in your finances and data. SRA and HMRC compliant, the system helps you meet the Accounts Rules, submit VAT returns via MTD, and manage your client and office accounts from one platform. Centralise your financial processes and practice management into one platform to reduce errors and improve visibility.

Book a demo >

Take control of cashflow and profitability

Speed up month-end processes and streamline your legal accounting with Osprey's all-in-one solution, designed for law firms of all sizes.

With Osprey, you'll have a 360-degree view of your client and office accounts, alongside client ledger postings and support for multiple bank accounts and currencies. Easily manage your finances, nominal ledgers, invoices, receipts, and outgoings all from one central platform.

Fully integrated with your practice management software, Osprey ensures complete control over your legal accounting and profitability.

"We've recommended Osprey for years because of its functionality, its ease of access, and the efficiencies you can make. Efficiencies are not only saved by the accounts department but fee earners as well. Those savings are passed on to their clients – the most important people in the process for any law firm."
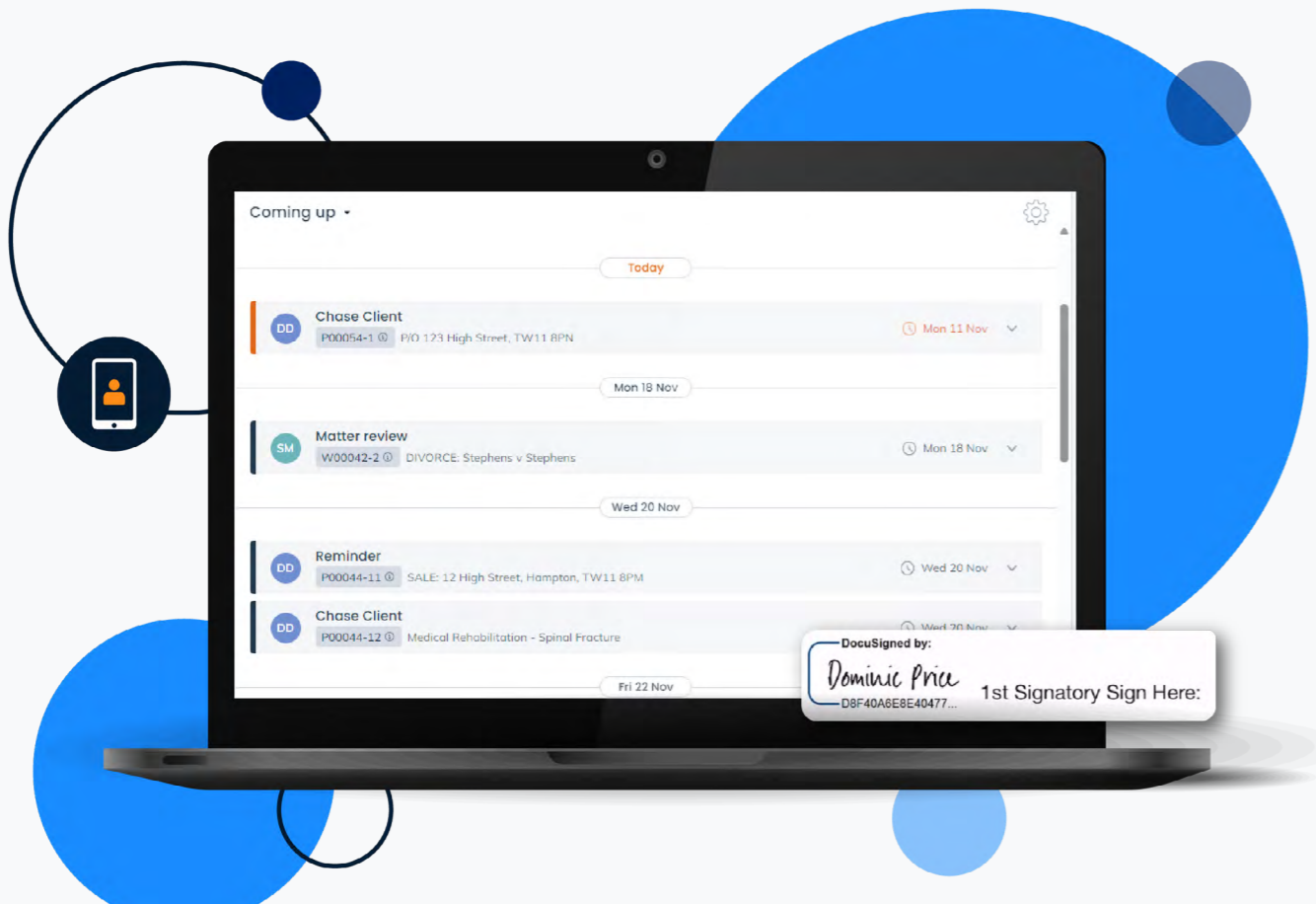
Alex Simons
Business Manager
The Law Factory

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Core accounting
Manage your office and client accounts using the Osprey legal accounting solution that requires no third-party integration.

Find out more >

Legal billing
Reduce admin and bottlenecks between fee earners and cashiers to speed up your billing process, so you can get paid faster.

Find out more >

Financial reporting
Improve visibility and accuracy of your billing and financial data so you're always in control of your firm's profitability and future.

Find out more >

CLIENT MANAGEMENT

Exceed clients' expectations

Deliver a quality client experience and improve collaboration without additional admin. The Osprey client management software helps you to easily communicate with clients on scale. Provide an efficient and personal service that helps you stay competitive and exceed their expectations.

Book a demo >

Digitally connect with your clients

Timesaving and experience-enhancing web portals and integrations help you to reduce manual admin and the barriers that delay progression. From online data capture to real-time updates, and e-signatures you can manage the entire case process from within one centralised platform on any device and on the go, helping you to increase productivity.

Clients want timely responses and real-time updates, and the Osprey client management features helps you to stay on top of client communications at scale. Our workflows, communication tools, digital due diligence features and centralised platform provides efficiencies that help to reduce your workload and progress cases quicker. By reducing the admin tasks associated with client communication you can maximise billable hours and build stronger client relationships.

Enquiry management
Easily manage your clients from initial enquiry through to case completion using Osprey, the all-in-one practice management solution.

Find out more >

Client onboarding
Provide a convenient service for your clients with a digital onboarding experience that positively impacts your bottom-line.

Find out more >

Client portal & app
Provide a convenient and quality service to your clients with a secure web portal and mobile app that modernises legal onboarding and case management.

Find out more >

CRM
Osprey's fully integrated legal CRM system provides a single source of truth for all your client and prospect data.

Find out more >

"Osprey has effectively scaled with us over the years and there have been a lot of developments that have continued to improve the software. With the workload we have experienced recently, I don't know where I'd start without the Osprey workflows."

Kelly Cirillo
Managing Partner
Preuveneers

Read case study

INTEGRATIONS

We connect with industry-leading business tools

Find out more

Microsoft 365

Connect Osprey with the Microsoft Word & Outlook platforms to improve client communications and document production.

InfoTrack

InfoTrack offers an award-winning suite of digital conveyancing solutions from client onboarding and property searches

Perfect Portal

Perfect Portal is an award-winning digital enquiry management and client onboarding platform:
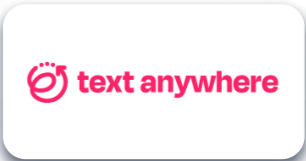
DocuSign

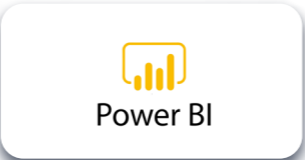Get your work done faster with the world's number one way to sign electronically, DocuSign.

Lexis Smart Forms

The Lexis Smart Forms and Osprey integration provides an easier and more efficient way to filling in complex legal forms.

Text Anywhere

Communicate effectively, via SMS text messages, with your clients by providing a convenient, modern service.

Microsoft Power BI

Power BI is a business analytics tool that enables users to visualise and share insights from their data.

Coadjute

Progress property transactions faster, without friction, and more securely when Osprey is connected with Coadjute.

Supporting **all areas** of law

No matter the area of law you practice, or how many departments your firm has, Osprey provides practice and case management software features and functionality suited to all.

Conveyancing

Family

Wills & probate

Crime

Litigation

Employment

Immigration

Personal injury

Commercial

Debt recovery

Legal aid

Book a demo

Trusted by law firms across the UK

"I've used Osprey ever since I've worked at Preuveneers and it's used extensively to manage all areas of the firm.

I can adapt the software to benefit us including creating letters and configuring the workflows.

I tailor it to whatever I need which is great. The workflows, document production, and the various time saving features in Osprey make our tasks at least three times faster each day."

Kelly Cirillo
Managing Partner
Preuveneers

"Time savings are important for us and our clients. We use a host of workflows, especially around conveyancing work, which would otherwise be very time-consuming.

There's a workflow in place for everything, which means matters can be set up in at least half the time it normally takes.

I would recommend you take a look at Osprey because there are numerous time-saving features that will bring value to your firm on a daily basis."

James Newnham
Practice & Accounts Manager
Newnham & Jordan Solicitors

THE LAW FACTORY LLP
YOUR LEGAL CASHIERS

ELLIS HASS & CO solicitors

Joss Legal Solutions Limited
Solicitors

pavilionrow

Read case studies

IMPLEMENTATION

Get the support you need for a **smooth implementation**

We understand the concerns law firms have when moving to new software – worries about disruption, delays, and the learning curve are common. That's why, with over 30 years of experience supporting law firms, we've developed a trusted implementation process that minimises disruption and maximises efficiency.

Book a demo >

Smooth transition with expert implementation support.

Switching to Osprey is made easy with the help of our dedicated implementation team. From day one, you'll be supported by an experienced project manager who will guide you through the entire process, ensuring a smooth and efficient transition. Our team works closely with you to minimise disruptions and ensure you get the most out of Osprey from the start.

As part of the implementation process, we'll configure the system to meet your firm's specific needs. This includes setting up workflows, importing your data, and customising document templates. We will also review your existing processes and software, offering recommendations to improve efficiency and ensure everything is set up correctly.

Dedicated Project Manager
You'll be assigned an experienced project manager to ensure a seamless transition,

Find out more >

Configuration & set up
Osprey will be configured to meet your firm's needs, including custom workflows, document templates, and account settings for seamless operation.

Find out more >

Data migration
Our experienced team ensures a smooth, secure migration of your existing data into Osprey, minimising disruption to your practice.

Find out more >

Comprehensive training & support
Your team will receive tailored training, including role-based courses and dedicated support

Find out more >

"Our accountants are surprised by how profitable we are providing fixed fee services, that are about the lowest rates anyone can get in the legal sector. But this is because of our systems and Osprey is part of that."

Paul Gammon
Director
ChildCare LLP

Read case study

CUSTOMER SUCCESS

Partnering with you for long term success

At Osprey, we believe that true partnership goes beyond software. Our dedicated Customer Success team works closely with you to ensure your firm is continually supported in achieving its goals. With a proactive approach and personalised guidance, we help you make the most of Osprey's capabilities, ensuring it evolves with your firm's changing needs.

Book a demo >

Supporting your law firm's ongoing success

Our Customer Success team is dedicated to helping your firm achieve its goals by offering personalised support and proactive check-ins. We work closely with you to ensure Osprey adapts to your evolving needs, providing expert guidance on best practices, resolving challenges, and keeping you informed about new features. By aligning Osprey with your firm's objectives, we help maximise its value and long-term impact.

In addition to personalised support, all users benefit from unlimited access to our in-house support team. Whether it's troubleshooting, addressing specific queries, or providing expert assistance, we're here to ensure smooth operations. We also identify key training opportunities and areas for continuous improvement, ensuring your team remains confident and productive.

"Our goal is to have everything on one platform. Osprey's ease of use and reliability make it the ideal choice for us."

Andrew Pike
Partner
Burlingtons Legal LLP

Read case study

Personalised check-ins
We provide regular check-ins to keep your firm on track and ensure you're fully benefiting from Osprey's capabilities.

Find out more >

Customised optimisation
Our team offers tailored strategies to enhance your processes, ensuring Osprey continues to deliver real results for your firm.

Find out more >

Telephone-first support
Osprey offers telephone support from 08:30 to 18:30, providing prompt, personalised assistance for any queries or issues.

Find out more >

On-demand support
Access the Osprey Academy 24/7 for instant help through guides and tutorials, ensuring quick answers whenever you need them.

Find out more >

TRAINING

Master Osprey with **expert-led training**

At Osprey, we provide flexible and comprehensive training options to ensure your team is confident and fully equipped to use our software effectively. From initial onboarding to ongoing learning, our training services are designed to fit your firm's needs, helping you get the most out of Osprey.

Book a demo >

Developing expertise for your law firm

Our role-based and new starter training sessions ensure every member of your team, regardless of experience level, understands how to maximise their use of Osprey. To complement live training, we offer a range of on-demand courses and digital resources that make it easy for your team to refresh their skills or learn about new features at their convenience.

In addition, we host regular group sessions and offer tailored on-site training for more hands-on guidance. Combined with the extensive resources available in the Osprey Academy, your team will have everything they need to continuously improve their skills and enhance productivity.

Role-based training
Customised sessions to ensure your team members understand the essentials based on their specific roles and responsibilities.

Find out more >

On-demand courses
Access digital, self-paced training courses anytime to improve your knowledge or learn new features as they're released.

Find out more >

Group training sessions
Join our live, weekly group sessions led by expert trainers to refresh skills, enhance expertise, and learn best practices.

Find out more >

"Absolutely everything is saved into Osprey including all emails, post, attendance / file notes, risk assessments and anything that is dropped off by clients. We have one department that is now paperless and fully relies on the software."

Sophie Holdsworth
Operations Manager
Farnworth Rose

Read case study

New starter training
All your new employees can run through a new-starter training programme with us to get them up to scratch and confident using Osprey.

Find out more >

SECURITY

Protecting your law firm's data with robust security

At Osprey, we understand how important your firm's data is. That's why we've built a secure platform with layers of protection to keep your information safe. Our system is hosted in UK data centres that follow the highest security standards, with features like biometric access controls and 24/7 monitoring to keep your data secure..

Book a demo >

Safeguarding your law firm's data with Confidence

To further safeguard your information, Osprey uses SSL encryption to protect your data as it's transmitted across the web. We have two data centres in different locations, allowing us to synchronise data in real time, ensuring that your firm's data remains accessible even in the event of a disruption at one location.

Osprey also helps you stay compliant with key data protection regulations by ensuring that your data is stored and managed in line with industry best practices. With our reliable platform, you can be confident that your firm's data is safe, secure, and protected against cyber risks.

Secure cloud hosting
Osprey's data is hosted in secure UK data centres, keeping your information safe.

Find out more >

SSL encryption & firewall protection
Your data is encrypted and protected by an advanced firewall to block cyber threats.

Find out more >

Real-time syncing
Your data is backed up and synced between two locations to ensure accessibility, even in case of disruption.

Find out more >

Compliance with data protection regulations
Osprey helps ensure your firm's data is stored and managed in line with industry standards, making it easier to stay compliant.

Find out more >

"Clients want three things: fantastic results, in the least amount of time, for a good price, and Osprey enables me to balance those three key areas; quality, efficiency, and value."

Gary Banks
Owner
Edgbaston Family Law

Read case study

Transform your firm

The complete Osprey Approach solution combines comprehensive case management, powerful practice management, legal accounting and a secure web portal, so your firm can run a streamlined and profitable operation that exceeds client expectations.

Save time, reduce costs and stay compliant.

Get in touch to find out how Osprey Approach can future-proof your firm.

Book a demo

Visit our website