

## Smooth HR software selection for Scottish law firm

**Top ranking Scottish law firm**, Burness Paull recently went through the major task of selecting new HR software for their business. For their HR team, it had been nearly 12 years since a true overhaul of their system had happened. This had left them with a significant appetite for change, but a gap in knowledge around the current market. Understanding that this project would impact every single one of their over 700 employees, they knew they'd need outside help, which is where Silver Cloud came in.

### The challenge

Burness Paull had been trying to keep their system and their people management tools up to date, but, in a situation all too familiar to the legal industry, had only been able to improve them with piecemeal additions. This is a challenge many, if not most, law firms face with regard to technology. To achieve everything a modern HR team needs to, it can be easy to keep adding new pieces of software and integrations.

Once the Burness Paull team decided it was time to review their systems and consolidate into a single, more capable system, they realised they had another challenge. It had been over a decade since the original implementation of their HR software and the market had changed considerably. Without any internal expertise in the current HRIS world, they knew they needed support in this area.

### The solution

Seeking outside knowledge and influence to inform their HRIS search, the team at Burness Paull chose Silver Cloud to help [guide them through the selection process](#). To help them find the right HR software for the business, we took them through our Selection Process. Beginning with understanding how things are currently being done and creating a vision for the future state, we helped Burness Paull understand exactly what their requirements were for this project.

### AT A GLANCE

**Headcount:** 700+ employees

**Industry:** Legal

**Scope:** HR, Learning, Performance Management and Compensation

**Service:** Selection

**Software Solution:** Workday



I've only got good things to say about Silver Cloud and I think it was just a massive help and we would have been totally lost without you guys. I'm so glad that we went down that path because, you know, the more you start to see it, the more you realize how complex it is and you do really need a bit of support unless it's something that you do all the time.

**Lorna Macaulay**

Head of HR, Burness Paull

## The solution (continued)

From that point, we started the process of assessing and short-listing vendors. The Burness Paull team appreciated being **able to progress with the short-list based on what they needed, rather than having to start at the beginning**. Another aspect of working with Silver Cloud they enjoyed was vendor management. There were several areas where Silver Cloud was able to act as an intermediary, supporting the goals of Burness Paull and preventing them from having time taken up by sales calls and early-stage pricing negotiations.

Ultimately, Burness Paull chose Workday, a robust HRIS that suits their needs well. The capability that Workday provided enabled them to strip back the number of programs they were using. This freed up budget and made the transition more comfortable. They are currently in the implementation phase and, so far, are pleased with the results.

## The future

As Burness Paull continue to work through their implementation with Workday, they are excited about what the future holds for their people team and, especially, their people data. Instead of relying on manual processes and clunky systems that struggle to talk to one another, the single source of truth that they'll get from their new HRIS will be a turning point.

They look forward to making better data-driven decisions, automating tasks that no longer need human interaction and having the time and energy to be even more thoughtful and strategic about their human resources activities.



### WHY WORKDAY?

Burness Paull selected Workday for many reasons, including:

- Robust HRIS that suits their needs
- Streamlined programs, saving budget and easing transition
- Single source of truth, aiding data-driven decisions
- Task automation giving time and resource for more thoughtful and strategic HR activities



Silver Cloud were really fantastic, guiding us through what we could have, what they thought firms of our size would be looking for and helping manage and facilitate the conversations with the vendors as well. Because, again, **when you just don't know the questions to ask, it's easy to get lost in that sort of process**. But with Indre and the team, we didn't have to worry about that.

**Lorna Macaulay**  
Head of HR, Burness Paull



It was a delight to work with Lorna, Christie and the Burness Paull team on their selection of Workday. They made the selection process an easier project for us by being super organised, following and sticking to the project timelines, and having great communication. This particular project made interesting discovery sessions being within the legal sector and the quirks that come with this. We are confident the right system was selected to cater for those legal quirks and we know you will enjoy your new HRIS system!

**Emma Hall**  
HRIS Consultant, Silver Cloud

Ready to find the right HR system for you and your business? [Talk to our experts about how we can help you with your Selection Process.](#)