

# Armstrong Watson

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Armstrong Watson is a long-established professional services firm providing specialist financial and insolvency advice across the North of England and Scotland. As part of its move from IPS SQL to Turnkey IPS on Cloud, the firm sought to improve efficiency, usability, and standardisation across its case management processes.

## Challenge and solution

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Armstrong Watson faced challenges following a change in document providers, which led to more manual processes and inefficiencies than anticipated. Updating letters and managing transaction processing became increasingly time-consuming, highlighting the need for greater automation and consistency. Through the introduction of Turnkey IPS, Armstrong Watson standardised reporting and workflows, reducing manual effort and improving efficiency. Additional support initiatives, including recorded training sessions, client webinars, and enhanced in-platform guidance via WalkMe, helped users build confidence and continue improving how the system was used over time.

## Results & Benefits

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A more intuitive user interface with improved navigation



Faster transaction processing, significantly reducing manual work



Standardised reporting and workflows across teams



Ongoing training, support, and in-system guidance

Ready to see what Turnkey IPS could do for your firm? Visit [turnkey-ips.com](https://turnkey-ips.com) and book your demo today.