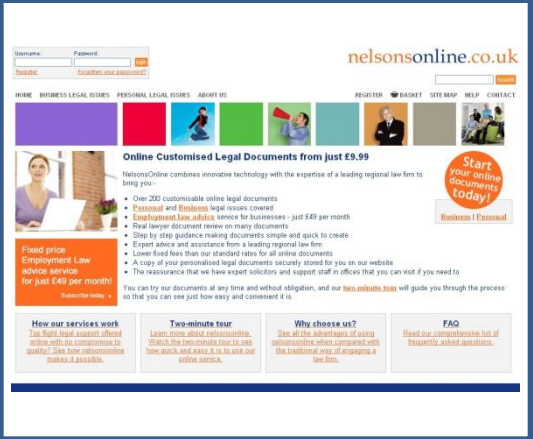
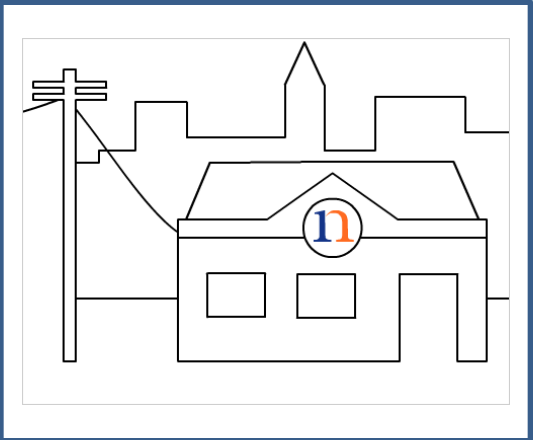




An Epoq Case Study



The *NelsonsOnline* legal services portal for Nelsons LLP



nelsons
www.nelsonslaw.co.uk

Epoq case study: *NelsonsOnline*

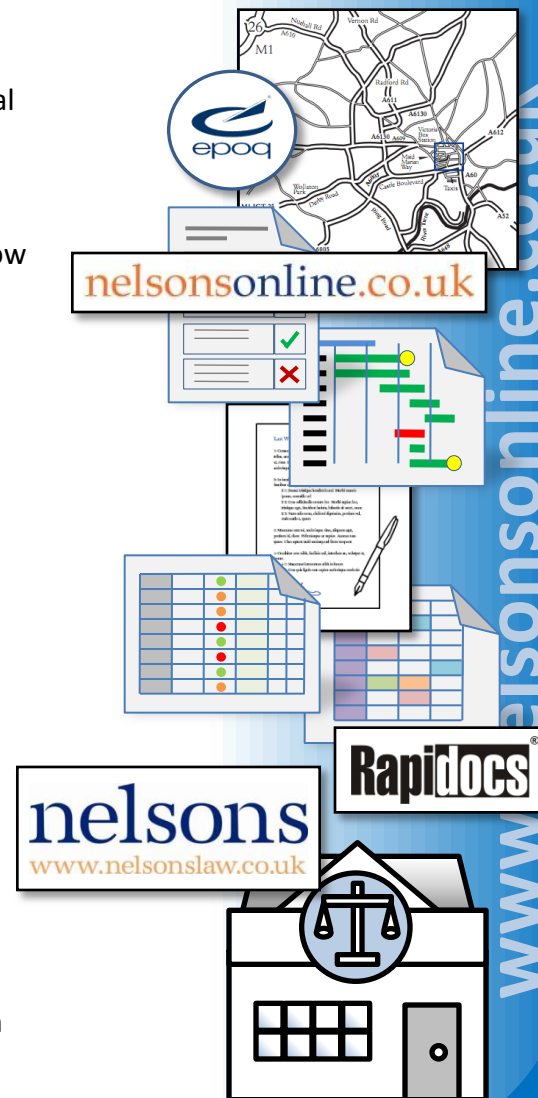
The client: Nelsons LLP is one of the largest law firms in the East Midlands, with offices in Nottingham, Derby and Leicester. It has expertise in a wide range of legal areas, including corporate and commercial, employment, commercial property, trusts and probate and family law.

The project: To provide Nelsons with an online document website that would allow it to offer online document drafting services and to engage with clients over the Web. The site needed be branded to match Nelsons' main website and offer a range of facilities to attract clients and help them to use the service; for example, FAQs, help pages, product selectors, animated tours and tutorial movies.

The project required the following:

- Over 250 online legal documents
- A document services website branded to match Nelsons' style
- Processes and support for subscription- and legal expenses insurance-based services
- An administrative component to allow the Nelsons legal team to monitor and respond to incoming client queries
- Technology for online billing and transaction management
- The facility to take service requests via the telephone and create documents in-house

The technology: The system implemented utilised the latest generation of Epoq's legal platform, which includes the Epoq Legal Engine (ELE) database system, the ELCCS web-based contact centre backend, and the first commercial use of Rapidocs®4, the most recent iteration of Epoq's interactive online documentation automation software.

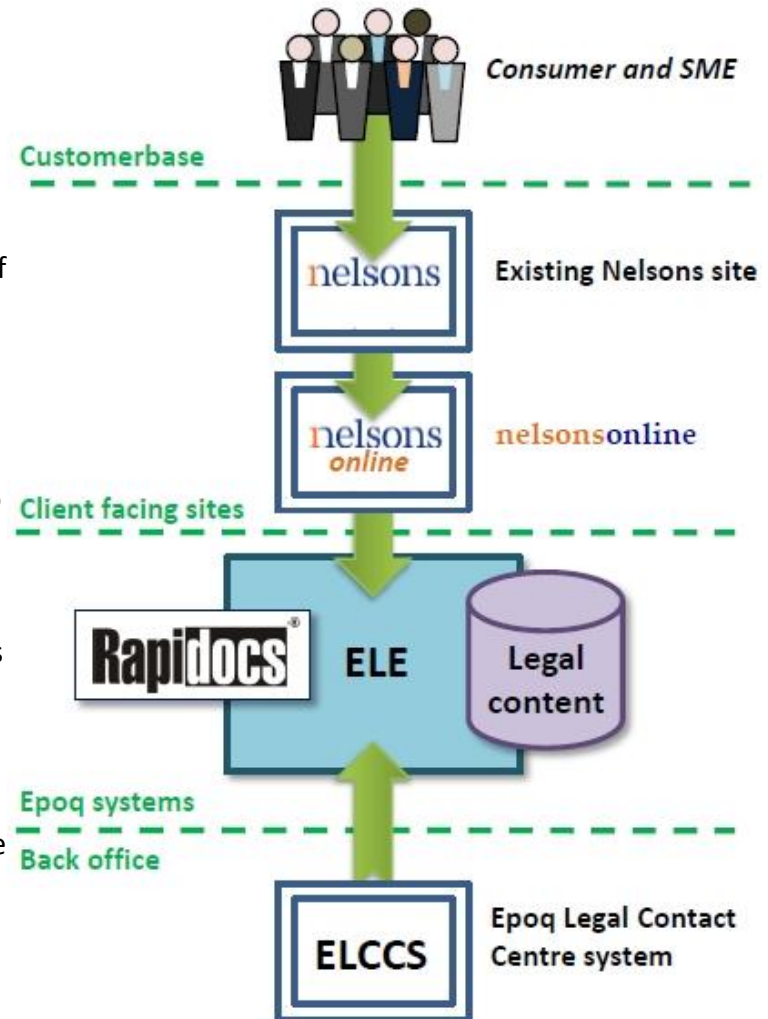


Project design

The first phase of the project was to determine the extent of the services required and lay out a timetable for delivering them. As with all branded services from Epoq, this was a collaborative process with input from both sides. Although Epoq was responsible for building and hosting the *Nelsonsonline* service, it had to be seamlessly integrated with the main Nelsons website. This meant that the look and feel had to match, but the design of the site needed to allow for the components of the online drafting services to be easily accessible and understood by Nelsons' clients.

A large part of the project involved getting agreement on the scope of the legal services on offer, the pricing, the legal areas to be covered and the content of the bespoke document packs. Other elements that needed to be considered included the creation of suitable financial procedures and documentation, legal terms and conditions, client online engagement procedures and the set-up of managed support services. Epoq was able to supply or assist Nelsons with all of these.

Epoq also provided training and the documentation explaining the backend system to Nelsons' legal team so they could manage incoming customer queries, as well as monthly service reports and maintenance.



The Results

nelsonsonline.co.uk

The Nelsons perspective

"The platform and services that Epoq provide are a natural match for us. We're committed to ensuring that Nelsons not only faces up to the changes coming in the legal sector, but in fact moves to take advantage of them for the benefit of our customers.

By combining the ease of online access provided by Epoq with our legal expertise, we can offer our clients a greater, more flexible range of services, and it gives us a new way of engaging with the growing generation of IT-literate clients who have come to expect internet delivery of services as the norm."

Tim Hastings, Chief Executive, Nelsons LLP



The Epoq perspective

"Nelsons were a pleasure to work with, and the *Nelsonsonline* service is an excellent example of a complex, multilayered project for a law firm based on the Epoq legal platform. We consider the resulting site a showcase for what can be achieved with our technology when we are able to work collaboratively with a client. Our partnership allowed for open, frank discussion on all aspects of the service, from site flow, branding and design, through to build and test and finally to release and beyond. We remain engaged with Nelsons to continue to innovate and improve the service they offer as part of an ongoing network agreement."

Hillel Horwitz, General Manager, Epoq Legal

About Epoq: *Epoq is the UK's leading provider of online legal document services. Founded in 1994, we have been pioneers in changing the way legal services are delivered, using cutting-edge technology to enable hundreds of legal documents to be completed with speed and accuracy online. Underpinned by our comprehensive range of legal documents and law guides developed over many years, our document automation technology allows a wide range of law firms and organisations to deliver legal services conveniently and with ease online.*



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