



DOCUMENT PRODUCTION CASE STUDY

THE CLIENT

The world's first listed law company, Slater & Gordon Lawyers is a leading international firm of solicitors with offices across Australia and the United Kingdom, offering a wide range of legal services to individuals, institutions, trade unions and membership organisations.

In February 2012, Slater & Gordon acquired UK law firm, Russell Jones & Walker (RJW); a ground-breaking move which has provided the resources needed to fulfill the firm's ambition to become the most trusted brand for personal legal services in the UK.

THE PROJECT

Epoq's product development and project management team worked closely with the Estate Planning Practice Group at Slater & Gordon in Australia to identify a solution that would meet their needs. Following this consultation process, Epoq recommended two technology based solutions.

THE CHALLENGE

One of Slater & Gordon's priorities is the efficiency and standardisation of service delivery. In Australia, the firm's Estate Planning Practice Group was looking for a technology provider who could enable them to generate considerable time and cost savings in the production of Wills, powers of attorney and health directives; all whilst maintaining a high-quality service as a pilot project.

Slater & Gordon selected Epoq over other providers for the pilot because the company offered a complete solution with all the internal tools and resources needed to manage the project without requiring any additional development from the firm.

1. The use of Rapidocs, Epoq's proprietary document automation technology to create legal document templates specific to Australian states and territories.
2. The provision of Epoq's Rapidocs LawDraft system through which legal professionals can access automated documents, collaboratively share them with colleagues and clients and speed up the preparation of drafts when taking client instructions.

Once the Australian-specific templates had been authored and automated using Rapidocs, they were loaded onto the LawDraft system from where selected members of the Estate Planning team were able to access them for drafting. As LawDraft is a web-based system, access is immediate and 24/7. Furthermore, the 'question-and-answer' method of drafting is so easy and intuitive that a minimum amount of training was required before the legal team could start using the system.

HOW LAWDRAFT WORKS

1) Initial contact with the client is made either face-to-face or over the telephone, when basic details can be inputted directly into the Rapidocs LawDraft system using a simple question and answer process.

2) At any stage in the process the initial draft can be collaboratively shared with colleagues and clients. The draft can be completed in the client's absence if necessary and exported into a range of useful formats, such as MS Word and Adobe PDF for finesse and final output.

3) The final draft can then be returned to the client and an editable copy of the originating Rapidocs file retained in the LawDraft system for reference and later use.

RESULTS

Following successful implementation, the Estate Planning Practice Group at Slater & Gordon has created over two thousand documents using the system during the pilot, gaining access to a fast, flexible method of delivering legal documents to clients. The firm's staff were able to greatly speed up the production of documents and achieve time savings of up to 70% when compared to traditional delivery methods, all while maintaining high quality standards.

FEEDBACK

“ Since the introduction of Rapidocs LawDraft, we have seen a significant improvement in the efficiency and productivity of our Estate Planning Practice Group. The Rapidocs LawDraft system has enabled the team to produce documents in much less time, but without jeopardising the high standards our clients require ”

Rod Cunich

National Practice Group Leader, Slater & Gordon

2,121 70%

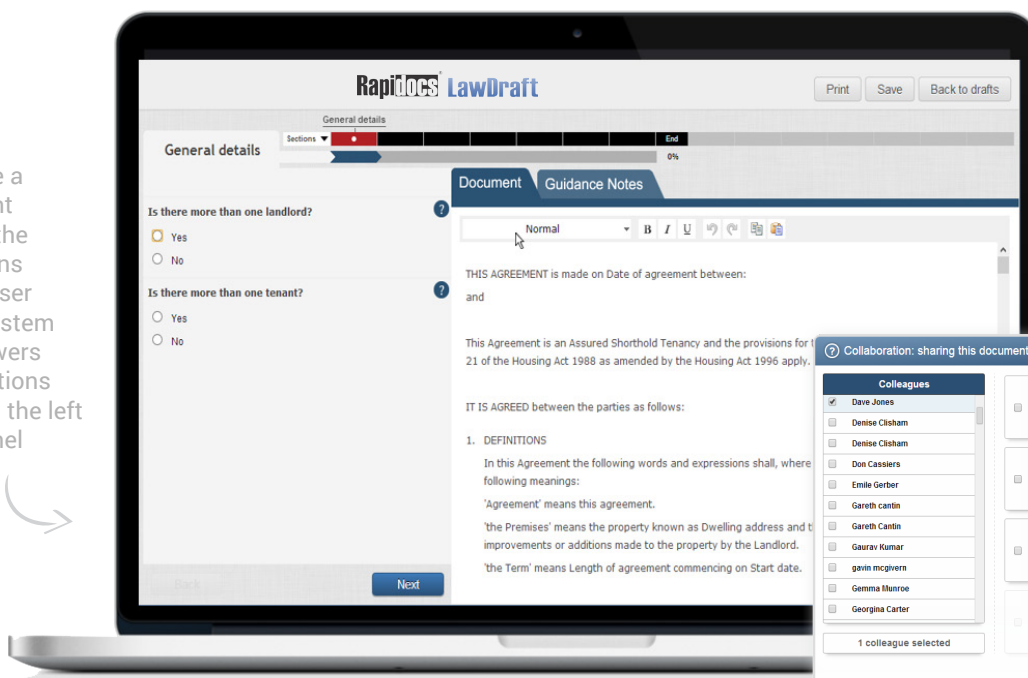
LawDraft documents were created by Slater and Gordon fee earners for their clients in 2013

was the average time saving achieved for the production of legal documents

RAPIDOC'S AUTOMATION IN LAWDRAFT

As the user completes the online questionnaire, the system automatically drafts the document using pre-programmed logic, ensuring it suits the client's individual circumstances

To create a document or form, the user opens our browser based system and answers the questions shown in the left hand panel



Users can use our 'Online by Invitation' facility to invite clients and colleagues to collaborate on a document.