



CASE STUDY

**COLIN
BIGGERS
& PAISLEY**
LAWYERS

Company

Colin Biggers & Paisley Lawyers

Partner

@DOCS

Industry

Professional services

Location

Australia

COLIN BIGGERS & PAISLEY LAWYERS SAVES TIME AND GROWS WITHOUT ADDING HEADCOUNT WITH M-FILES

Colin Biggers & Paisley has a century-long history of genuine expertise in transactions, projects, governance, and dispute resolution. The firm's exceptional people and their unrelenting commitment to their clients has seen the firm evolve from a boutique legal practice in Sydney to a national legal practice with international reach. With a vision for growth, it now has 74 partners and 490 staff and offices in Brisbane, Melbourne, and Sydney.


Colin Biggers & Paisley was the first legal practice to create an online property exchange platform, revolutionising the way real estate is bought and sold throughout Australia and the rest of the world.

HIGHLIGHTS

**50% SAVED
WORKTIME VIA
AUTOMATED
WORKFLOWS**

**BUSINESS GROWTH
WITHOUT ADDING
HEADCOUNT**

**BETTER
CLIENT SERVICE
&
COLLABORATION**



“The team loves M-Files. It has saved 40 to 50 per cent of the lawyers’ time in terms of precedent generation. The positive response has been such that the firm is now looking to add more documents to aid with automation, which will let the firm take workflows to the next level.”

Sam Sofianos
CIO

THE CHALLENGE

As Colin Biggers & Paisley experienced rapid growth, focus turned towards how to help lawyers work more efficiently to meet client needs and deadlines. The insurance practice in particular required lawyers to work according to tight timeframes to meet client needs. The firm required a level of automation that would let them complete more work in less time while still providing exceptional quality service.

Colin Biggers & Paisley has several workflows to complete processes. For example, lawyers needed to be able to use legal precedents for their cases. Searching for those precedents from scratch each time was time consuming and inefficient.

Sam Sofianos, CIO, Colin Biggers & Paisley, said, “As the practice is growing, the client base is growing. That raised the question of how to turn work around more accurately and efficiently to meet client needs and deadlines. Lawyers were doing a great job of meeting deadlines with high-quality work; however, we needed a way to streamline these processes so the firm could continue to grow without incurring high costs. The aim was to support lawyers to win more new work while providing a quicker level of service.”

THE SOLUTION

Colin Biggers & Paisley searched for an information and content management platform that extended the capability of its existing document management solution and considered three different options. The business needed a solution that would make it easier for lawyers to process the precedents and information they needed when they needed it. M-Files fit the bill and the team demonstrated a high level of engagement and support, giving Colin Biggers & Paisley the confidence to choose M-Files.

Sam Sofianos said, “Colin Biggers & Paisley needed a solution that wouldn’t just create a workflow but a guidance system. It needed to help set milestones and key dates and follow

the legal transactional process. One of the firm’s partners identified inefficiencies in the practice group’s processes, so we focused the solution in that area to demonstrate its ability to deliver and gain strong uptake.”

Colin Biggers & Paisley went live with M-Files through its delivery partner, @DOCS. Initially, M-Files was rolled out to one part of the firm’s insurance practice with approximately 30 users. This solved Colin Biggers & Paisley’s challenge around being able to generate and find documents as and when they were needed.

THE RESULTS

Implementing M-Files helped Colin Biggers & Paisley to link precedent documents and some of the steps that need to be taken during the lifecycle of a matter so that matters are turned around much faster.

The solution ensures lawyers know what the next step is and how to generate the documents they need. M-Files makes it easy for lawyers to find the documents and precedents they need in the document management system and process them.

Sam Sofianos said, “The team loves M-Files. It has saved up to 50 per cent of the lawyers’ time in terms of precedent generation. The positive response has been such that the firm is now looking to add more documents to aid with automation, which will let the firm take workflows to the next level.”

By saving so much time when managing matters, the M-Files solution has achieved the firm’s goal of supporting ongoing growth without having to add more headcount.

Sam Sofianos said, “M-Files has facilitated more efficient utilisation of lawyers across the practice. By automating previously manual processes and recording assets and processes in one central area, M-Files has made it easier for lawyers to meet tight deadlines.”

M-Files integrates easily with other products including systems that Colin Biggers & Paisley uses to manage its firm.

THE BOTTOM LINE

- Increased access to documents for more efficient working and better client service
- Enabled business growth without adding headcount
- Delivered a modern, powerful automated solution

ABOUT @DOCS

@DOCS is a vendor-independent digital solutions company established by a collective of like-minded, outcome-based category experts who identify deficiencies in the market to provide best of breed digital solutions, business process improvement, and customer service driven outcomes. Our solutions and advisory services provide our clients with the information they require by transforming and automating the collection of all critical business data.

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ABOUT M-FILES?

M-Files provides a next-generation intelligent information management platform that improves business performance by helping people find and use information more effectively. Unlike traditional enterprise content management (ECM) systems or content services platforms, M-Files unifies systems, data and content across the organisation without disturbing existing systems and processes or requiring data migration. Using artificial intelligence (AI) technologies in its unique Intelligent Metadata Layer, M-Files breaks down silos by delivering an in-context experience for accessing and leveraging information that resides in any system and repository, including network folders, SharePoint, file sharing services, ECM systems, CRM, ERP and other business systems and repositories. Thousands of organisations in more than 100 countries use M-Files for managing their business information and processes, including NBC Universal, OMV, Rovio, SAS Institute and thyssenkrupp.

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