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# CASE STUDY:
# CORRS CHAMBERS WESTGARTH

*with* **Berys Amor,** Director of Technology
*and* **Jason Jones,** Client Technology Solutions Manager

## 1.

## 2.

## The Challenge

Corrs Chambers Westgarth is an independent, client-driven legal partnership with more than 600 lawyers, including 120 partners. With a strong history spanning more than 175 years, we are the most globally-connected law firm based in Australia, always looking to innovate and strive for excellence.

Rather than just focusing on what legal services we can offer clients, we want to genuinely understand their business' challenges and needs. We like to think outside-of-the-box, and outside of standard legal services, to truly become a valued business partner to our clients. However, finding a platform that would allow us to support this was a challenge.

After speaking with our Client Technology Solutions Manager, Jason Jones, we both knew we had to replace our existing extranet platform as it harnessed older technology that had a lot of restrictions. We had pushed it as far as we could, but it just couldn't provide us with the functionality that we needed as we had moved to a cloud-first strategy.

Jason ruled out a number of different options due to unsustainable factors such as cost, security, and maintenance, and then we landed on HighQ. The platform had a great reputation in the market and offered the cloud-based SaaS platform that we were looking for.

> ❝ Having that **enhanced cloud security** really was the tipping point in selecting **HighQ as our platform of choice**."

## The Solution

Jason identified that having a SaaS platform meant that we didn't have to worry about maintenance, licensing, or upgrades. All that would be taken care of, so we could just focus on the clients and their needs.

As a starting point, we wanted to make sure we could encrypt all data on individual clients' sites produced through HighQ. We didn't want the encryption keys to be stored in the cloud alongside the data. HighQ's flexible and robust cloud security enabled us to do that with ease, giving us full control. Having that enhanced cloud security really was the tipping-point in the firm selecting HighQ as our platform of choice.

In addition, being able to customise the platform was also key. HighQ provides an amazing foundation and toolkit that you can do so much with, right out-of-the-box. Having the API capability has enabled us to consume external data sources and add an API layer on top to further enhance our service capabilities that we offer to our clients. Being a cloud platform and having that integration using APIs is seamless compared to how we used to try to integrate or exchange information with old legacy systems.

The Collaborate module within HighQ has enabled us to go the extra mile for the client via streamlined bespoke legal advice experiences. For example, in the past, if we were providing legal advice around a client's business process or project, the client would scan and email a request to us, we would review it and provide advice. But, there is a whole process at the start before we even get involved, with multiple teams and multiple touch-points. What we are now providing is a solution that our clients use for *everything* related to that project, even outside of where we come in.

With HighQ Collaborate, clients can post or upload project material and documents and relevant parties are notified when they need to action something, or when a specific task is done. Through this functionality, it's easy for the client to see the end-to-end process and any changes that have happened throughout an ongoing project.

Aggregating all the information in one place and adding our API layer means clients can even get a visual snapshot with graphs and pie charts of what projects they have running in each state, what the terms around each of those projects are and if they comply with local state law.

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## 3.

## The Future

Looking back, Jason was able to build out the business process management flow, template them and then offer modular formats for different sites that needed to be created for each client. This meant the firm was able to take an unstructured process, streamline it and put a workflow around it with a lot of visual communication throughout.

With using the HighQ platform to set up secure extranet sites, we were able to add another layer that introduced a lot of intelligence and logic into that process. This provided users with more information and aggregated market intelligence without them having to do anything extra. For the client it is straight forward — they have a starting point where they log into the platform, they input the relevant information and the system guides the user through the particular steps of the process. We aggregate and repurpose data wherever we can throughout that process, so if something is entered into the first phase we know we can use that information in a later phase to introduce efficiencies in the ongoing process.

We see our HighQ investment as an important part of our business development and client retention strategy. The firm is looking forward to rolling out our robust extranet capabilities for more clients into the future, as we continue to strive for excellence in Australia, and around the world.

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