



Giving Clients that Extra Sparke

How Lexis Visualfiles technology helps Sparke Helmore Lawyers offer award winning unique services to clients

The Challenge

In an increasingly competitive market, Sparke Helmore sought to differentiate itself in the legal service industry.

Led by the firm's Chief Information Officer and Knowledge Director, Peter Campbell, a cross-practice team identified opportunities to improve support and deliver value-added services to clients. The team's objective was to develop an innovative solution to increase efficiency within the firm and improve client engagement and delivery on critical projects.

"We needed to invest in a solution that would allow us the flexibility to differentiate our service from the rest," said Peter Campbell, CIO and Knowledge Director.

The Solution

The team recognised that case management, workflow efficiency, client reporting, and document generation were areas that could be further improved through the application of innovative technology solutions. The team saw a need for tools that could be flexible and looked to LexisNexis to help develop and support the requirements tied to large client projects.

Sparke Helmore identified Lexis® Visualfiles as the best solution to deliver the requirements of their firm.

Visualfiles is a case management system that provides a scalable workflow tool to transform daily performance across multi-departments by helping improve efficiency and seamless integration with other technology systems, particularly dealing with the automation of high volume, repetitive tasks, and mapping of even the most complex processes, including application-to-application communications.

Lexis Visualfiles is used by firms around the world, and its functionality enabled the essential integration needed with Sparke Helmore's other systems. Lexis Visualfiles provided a scalable solution that met the firm's unique demands of workflow, project management and reporting requests of clients.

"Our primary aim in the development of Visualfiles was to help with increasing our client's efficiency by automating and streamlining processes and therefore giving them the time to provide an increased quality of service to their clients," said James Parker, LexisNexis Pacific executive manager, practice management. "By helping save time and increase efficiencies in their daily tasks, lawyers can pass the cost benefit onto their clients or choose to increase output – either way it's a win-win."

The Result

Using Lexis Visualfiles, Sparke Helmore developed and implemented a solution that simplified the process of managing both its internal firm activities and external client projects with improved tracking of key performance indicators.

Sparke Helmore has also applied the Lexis Visualfiles technology to assist its expansion into new areas for revenue. Most recently, the firm developed a new solution to allow a leading Australian bank to improve the management of its leasing portfolios, delivery of transaction reports, and coordination of third party communications.



The Client

Sparke Helmore Lawyers is a firm of 600 people working from eight offices across Australia, serving the needs of the insurance, government, financial services, mining, construction and property sectors. The firm's expertise spans corporate and commercial to construction, workplace to insurance, structuring to superannuation, mining to manufacturing, and property to procurement.

Award Winning Partnership

Lexis Visualfiles allowed Sparke Helmore to develop a new way to cost-effectively manage a leasing portfolio and volume leasing transactions, and enabled Sparke Helmore's IT and business development team to develop a sophisticated matter management, tracking system and client portal, with an integrated library, contact management and reporting system. Sparke Helmore was then able to deliver a flexible, robust and powerful solution that improved efficiency, productivity and client communication on a daily basis.

Sparke Helmore developed a new way to cost-effectively manage a leasing portfolio and volume leasing transactions, which resulted in a major bank awarding a significant stream of ongoing work. Their innovative approach obviously improved the capability of the bank and its property providers to manage the portfolio of matters, including increasing the speed and reducing the cost of completing matters.

As a result, Sparke Helmore won the 2013 Knowlist Award for Business Innovation, a globally recognised award for leaders in legal business strategy and technology.

"The user and cost efficiencies of Lexis Visualfiles benefited Sparke Helmore and helped us launch a more efficient service. We were delighted to be able to provide our client with an improved view of its projects. Thanks to elements of Lexis Visualfiles, we were able to deliver this innovative client service on time and on budget," said Campbell.

About LexisNexis Legal & Professional

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About Lexis® Visualfiles

Our first-class workflow solution, Lexis® Visualfiles, is the system of choice for top tier firms to significantly increase profitability and efficiency through the automation and streamlining of processes and tasks. This proven, low risk, highly scalable and fully customisable solution meets firms' specific needs today and supports their ambitions tomorrow.

For more case studies and to see how Lexis Visualfiles can help you achieve your operational efficiency objectives, visit www.lexisnexis.com.au/visualfiles or call **1800 772 772**.



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