



## Case Study – Kennedys LLP implements Nikec Binder to deliver electronic matter files and meet strategic business objectives

Kennedys Law LLP, the fastest organic growing firm over the last five years (Legal Business 100, 2013) has chosen to incorporate Nikec Binder to help deliver the strategic objectives of the firm and support the workflow process. We spoke to Mike Gilpin, IT Director and Mark Lawrence, Project Manager at Kennedys about their decision to move away from paper based matter and create a 100% digital matter environment.

### What were the key strategic objectives for Kennedys?

As a rapidly expanding, forward thinking international law firm with ambitious plans, Kennedys' IT Team was tasked with meeting the following business objectives including:

- **Reducing print costs** from 200,000 to 80,000 pages (60% reduction) in year 1, providing a saving of over £13,000.
- **Reducing stationary, office and offsite storage expenditure** by 17%. At the same time, increasing profitability by replacing filing cabinet space with profitable fee earners.
- **Automating processes** to reduce secretarial time spent processing documents by 10% to save over £40,000 per year within the pilot team.
- **Improving security** as a duty of care to clients.

*"Nikec's Binder technology allows Kennedys to maintain focus on one of their key strategic goals of a 100% electronic matter file environment."*

**Mike Gilpin**  
IT Director at Kennedys

### Essential Drivers for choosing Nikec Binder

The critical success factors that Kennedys had defined when it came to choosing their preferred solution included:

- **1. Maximum impact, Minimum disruption** – with the users being the key to this project's success, it was essential that user uptake was high and that the preferred solution organised and presented the matter file in a familiar interface which would require minimal training and support.

**What Nikec Solutions delivered...**a digital binder that replicates the look and feel of the traditional, familiar paper based ring binder containing intuitive features such as tabs, table of contents and an easy drag and drop filing process. Users can securely access or share binders from both within and outside of the firm, then annotate, comment or contribute to its content. This effectively streamlines communication between players and makes cases progress faster.

- 2. Improved workflow and support for mobility** - The solution would have to integrate within the existing workflow environment and make processes such as organising, searching and sharing documents faster. It would need to support mobility so employees working across the UK offices or at client sites could access their document quickly and securely.

**What Nikec Solutions delivered...**Nikec Binder’s connectors integrates with almost all leading document management systems and automatically creates and updates matter bibles. This integration relieves Kennedys’ support staff from having to manually collate, print and organise new and revised documents and makes processes such as sharing and amending quicker and easier. The automated synchronisation process also ensures everyone is working on the last version of the documents.

**In terms of mobility,** users can save entire matter folders onto a laptop or an iPad. Essentially the fee earner has a library of information at their fingertips allowing them to view and annotate documents from their mobile devices just as effortlessly as if they were in the office.
- 3. Security** – Large volumes of electronic documents were being shared with external clients and mobile workers outside of the secured corporate firewall, daily. To ensure document integrity and security during each stage of the workflow cycle, Kennedys required a solution that would safeguard their files during transit and at rest as a duty of care to their clients and to protect their reputation.

**What Nikec Solutions delivered...**A secure platform for users to store and share their files through password protection and document encryption to protect data during its document cycle.

### The results

Although it is too early to measure results accurately due to the recent implementation of Nikec Binder, Kennedys is already starting to see some positive results including:

- A large **reduction in paper usage and print volumes** through the replacement of the traditional paper based ring binder.
- Great user uptake** due to the easy-to-use interface.
- Efficient processes** – through the automated building and updating of matter files and the ability to access, view, share, store and amend documents from any location at any time has shortened the document cycle.
- Business Development through service differentiation** – the lower consumption of paper and printer toner and the ability to offer their clients fully digitised matter files has enhanced Kennedys CSR policy and enables secure communications in real time - both are key USPs to communicate when it comes to the competitive tender process.



- **Maximised use of physical storage space** - In time, filing cabinets will be replaced by fee earners to maximise profit per square meter. As costs of storage space diminishing, these savings can be passed onto the client, making Kennedys increasing competitive.

*“The Binder is now the first thing I access to see what’s happening on a matter.”* **Dan Freeman, Associate at Kennedys**

*“Nikec’s Binder technology allows Kennedys to maintain focus on one of their key strategic goals of a 100% electronic matter file environment. In turn this will reduce the cumbersome steps undertaken by the user community in moving paperwork around the firm, enhance our strategy for an agile working environment whilst always maintaining our duty of care to our client.”* **Mike Gilpin, IT Director at Kennedys**

*“Simple and intuitive technology reduces the day-to-day volume of helpdesk calls. As a result the Kennedys’ IT team can continue to focus on delivering innovative solutions to the business rather than being reactive to user questions”.* **Mark Lawrence, Project Manager**

#### About Nikec Solutions (formerly Copitrak Systems)



Nikec Solutions is a global provider of software solutions designed to increase business efficiency, improve workflow and bottom lines. The company’s products range from cost recovery and print and expense management software to secure workflow management solutions. With over 16 years of in-depth expertise, the company has become a trusted advisor to some of the biggest and innovative legal and professional firms across the globe.

The company’s expertise within the professional services industry is profound and over the past ten years it has managed to maintain a customer retention rate of 99% thanks to its high quality customer support. With offices based across Asia and Europe, Nikec Solutions’ sales, marketing and support teams are well positioned to work closely with clients no matter where they are in the world.



#### About Kennedys LLP

Kennedys is a growing international law firm with unrivalled expertise in litigation and dispute resolution, particularly in the insurance/reinsurance and liability industries. For more information about Kennedys Law, please visit <http://www.kennedys-law.com/>.

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