



## BISHOP & MCKENZIE CASE STUDY

### The Firm

Founded in 1903, Bishop & McKenzie LLP is a leading client focused Canadian law firm who offer a broad range of legal services. Based in the province of Alberta, Bishop & McKenzie's lawyers have grown with their home, to build a firm exuding values of excellence, effort and respect for people. They believe in a co-operative approach to problem solving, working with their clients to meet objectives, and as a full-service firm, cover many areas of practice using all the resources at their disposal. This creates synergies connecting the right people with the right ideas.

Their client-focused philosophy, additionally means they strive to understand client concerns and to anticipate their needs, by evaluating the consequences of every decision, and considering all possible solutions to every problem.



**Bishop & McKenzie LLP**

### The Objective

As lawyers, Bishop & McKenzie focus their efforts and their client's money, on core services, while vendors focus on theirs - providing best in class tech solutions.

Bishop and McKenzie's technology strategies focus on integration at the firm level and simplicity for the user / client experience.

After a growing demand for increased external collaboration by their clients was identified, they

knew they had to establish a stable solution. Patti Macdonald, Managing Partner at Bishop & McKenzie explained, "*In response to rising client demands for collaboration and communication we chose Hubshare as our Client Facing Web Portal, from our long-time partners at SAI Systems Auditing.*"

### The Solution

Bishop & McKenzie implemented Hubshare in June of 2018 and have predominately been using it to improve their client communications and collaborative working. Users were able to grasp and start using Hubshare almost instantly, meaning workflow was uninterrupted and the lawyers could smoothly transfer existing and new clients onto the platform.

*"Compared to many other software programs we have implemented in the past, this was easily adopted into everyday workflow and user practices. Also, having access to a team that is interested in learning about our business and needs was refreshing; we even had access to the developers to discuss some key integration components,"* commented Bailey English, Manager of Training at Bishop & McKenzie.

With Hubshare, Bishop & McKenzie's clients were able to easily gain the information they required and maintain momentum, even on complex matters. It additionally allowed their lawyers to effectively communicate with their external clients, providing them with 24/7 access to files and documents from wherever they were.

Hubshare also provided solutions to the protection of confidentiality and client privacy concerns faced by Bishop & McKenzie, such as granular rights, permissioning and secure access.

*"Hubshare demonstrated superior adaptability and seamless integration to our current workflows while maintaining ease of use for both internal and external users."*

### User Friendly

A Property Manager Client of Bishop & McKenzie, with 26 different condo buildings are enjoying the user-friendly interface on Hubshare. They were able to immediately adopt the new software with minimal training at the user end. This meant they could begin sharing files and information to the client and access the necessary information about any of their buildings instantly. As a result, the client didn't have to repeatedly request for files or documents and wait for access, as it was already available, thus saving the client money and Bishop & McKenzie time that they couldn't recoup. In short, clients felt better attended to with a much higher level of service, while reducing their overall costs.

### Benefits

Not only did the firm see a positive change in client satisfaction, but they additionally noted a substantial difference in processing and attorney time, *"For our Financial Institutions, a funding process that previously took 1.5 hours of attorney time, along with a delay of up to two days, is now done with minimal attorney time and down to next day completion, resulting in a 50% reduction in processing time,"* commented Macdonald.

This makes Hubshare a irreplaceable addition to their new client engagement process, seeing positive changes, improving client relationships and saving time and money.

### Looking Forward

*"We are excited about the possibilities to do more with Hubshare. It serves client needs across multiple practice areas and we are so impressed with the integration capabilities that our vendors are able to imagine, create and deliver,"* said Macdonald. *"Hubshare prompts our teams to build innovation into our day-to-day customer service strategies, accelerating our tech adoption on pace with industry"*, she finished.

### About Hubshare

A collaborative and secure file sharing platform that empowers professionals to collaborate more effectively and efficiently. Hubshare maximises your business's productivity and helps increase client engagement.

