

CASE STUDY: HERBERT SMITH FREEHILLS

with Melanie Ryan

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The Challenge

With the work environment becoming increasingly virtual, the alternative legal service provider arm of Herbert Smith Freehills (HSF), commonly referred to as ALT, continuously explores innovative ways to add value and enable business processes for their clients. In a world where entire workflows are often still run through Excel spreadsheets, there are huge opportunities to completely transform and disrupt the legal service industry.

One of those opportunities involved a client seeking our help with managing a large volume contracting arrangement across their retail businesses. What the client was looking for went beyond traditional legal service delivery and the challenge set for HSF was to act as an extension of their in-house team. We were tasked with building out a contract management workflow, including the generation and maintenance of key templates and documents. We needed a technology solution to help us achieve this, and to streamline our engagement with the client's commercial teams across Australia.

The Solution

Through HighQ Workflow, we designed a user-friendly platform that the client's commercial teams could feed through any request, information and document to our team. It was a structured, uniform and custom-made portal that enabled a seamless experience for both the client and ourselves. Not only did these controlled workflows ensure that every communication and document were captured, we were also empowered with data analytics that could then be presented to the client in the form of a report on progress and activity.

HighQ was our double-edged sword, in that we were not only creating a collaborative and transparent digital experience for the client, but our own outputs were being automated too. When minutes mattered, we were able to instantly collect data, frame our client's request and draft accordingly - all while minimising risk. Our team experienced huge efficiencies through a reduction in the amount of time spent drafting, and by consistently having access to up-to-date instructions from the client. With HighQ's automated workflows, uniform documents were generated with ease and the client had complete oversight over the entire process.



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The Future

With HighQ, we were able to build a prototype, troubleshoot directly with the client and run with the project with speed. Instead of going back and forth with another technology provider, HighQ empowered us to act with agility and make changes in real time. We are pleased to say that the design story doesn't just end here.

Workflow tools are incredibly powerful, and for us the bigger future play is making sure that we continue to use HighQ to build products that are as end-to-end and integrated as possible. We look forward to offering truly innovative and valuable services to our clients, and this has been made possible with HighQ.

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