

CASE STUDY: HOPGOODGANIM

with Inez Russell

Director, HopgoodGanim SmartLaw Centre

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The Challenge

As Director of the HopgoodGanim SmartLaw Centre, it's my sole focus to manage and deliver solutions to the entire law firm, whether it be in the form of due diligence, e-discovery or digital document collation.

With a mission to untangle and triage the workflow problems experienced by one hundred and fifty lawyers, our team had the challenge of finding a technology solution that would support a diverse range of use cases. This was the ignition to commence our journey with HighQ.

We started out using HighQ for the distribution of large files, but as we used the product more and understood its full capabilities, we found ourselves expanding our use of HighQ to meet our growing demand for legal technology solutions. In particular, when handling a large volume of property transactions, we discovered that without HighQ, paralegals were spending time undertaking unnecessary administrative tasks such as document creation and multiple communications to clients as settlements progressed.

The Solution

HopgoodGanim is now a proud high user of HighQ, armed with Collaborate, Workflow and Data Visualisation. With HighQ, instead of labouring over adhoc spreadsheets, our paralegals simply log straight on and upload details and documents relevant to each property development. Our clients can then enter the database and extract the information they need through a document management system that syncs directly with HighQ. They are empowered to receive detailed reporting and notifications on the progress of each property development or transaction in a timely and efficient manner. Plus, the detailed view that HighQ provides to both our lawyers and clients of the workflows surrounding each property development is incredibly valuable.

This improved client collaboration experience has in turn generated savings for our firm by freeing up paralegals from previously administrative tasks and allowing them to take on a greater volume of work. Having now successfully completed eight large high-rise off the plan developments using the HighQ platform, the SmartLaw team have shifted their focus to develop more technologically geared solutions for HopgoodGanim.



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The Future

No doubt, our partnership with HighQ will continue as we expand our use of the technology platform to all different types of use cases. For HopgoodGanim, HighQ has become the backbone of SmartLaw's offering as it provides solutions for such a diverse range of problems.

Over time, my team has become more and more creative with how we use HighQ. From briefing our counsel and experts via customised HighQ portals, to setting up a secure environment for board members to access highly confidential material, we can really showcase how adaptable and expansive HighQ is as a technology solution.

The pay-off with investing in HighQ still continues to grow, with the time and cost savings experienced by our lawyers, our clients and our external counsel and experts. We look forward to experiencing further growth with HighQ in the future.

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