



NUCLEUS
RESEARCH

HIGHQ

ADDLESHAW GODDARD

ANALYST

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THE BOTTOM LINE

Addleshaw Goddard LLC (AG), an international corporate law firm, deployed HighQ's collaborative cloud platform to improve productivity, security, and add value to its client services. AG achieved increased efficiencies, risk management, improved client engagement, and enhanced brand visibility across all areas of the company. AG clients also benefit from a contract management solution they developed with the HighQ platform and delivered to a client which improved productivity by 30 percent, saving the client \$13,000. Nucleus found that since AG added the Innovation and Legal Technology Group led by Kerry Westland, it has expanded its use of HighQ tools, allowing it to move beyond offering only legal advice to full-service consultancy, as a client-centric organization resulting in new clients and additional revenue.

OVERVIEW

HighQ was founded in 2001 and is a leading provider of an intelligent work and client engagement solution that solves many of their client's communication challenges. HighQ is a privately-owned software-as-a-service (SaaS) company and has customers in the legal, banking, and corporate sectors as well as government and life sciences. HighQ combines secure, enterprise-grade document management with organizational social tools. Lawyers and their clients can securely exchange critical business information and collaborate with colleagues, customers, and partners in a single integrated space. HighQ's clients include 75 percent of the Fortune 500, 21 of the top 25 UK law firms, including all of the UK's Magic Circle law firms, and 53 percent of Global 100 law firms.

AG developed the Intelligent Delivery Concept, which combines artificial intelligence with HighQ technology to manage information. This strategy added flexibility and strategic consultancy to deliver customized services to its clients, in response to each client's unique needs. AG began with HighQ's collaborative, spreadsheet-like database capabilities and quickly moved to complex transactional and corporate solutions to automate workflow processes and resolve business problems. Law firms are traditionally reticent to accept change, especially technological advances, citing client confidentiality and the volume of content for migration as the primary issues. AG is an exception to that rule and an example of an innovative, modern law firm. HighQ is in partnership with AG, rather than a traditional vendor/user relationship and the outcome has exceeded expectations.

THE BENEFITS

PRODUCTIVITY

Workflow management and automation reduced the time the firm spent on manual jobs. For example, the recurring task of receivership appointments required a minimum of 13 letters, manually prepared by a paralegal over a period of four to five days. With HighQ the process now takes about three hours and can be completed in an afternoon. This saves the firm \$231 per occurrence and increased productivity for this specific task by 85 percent.

Another example of increased productivity was the implementation of the HighQ platform for contract storage and automation for an enterprise real estate client, that resulted in more consistent documentation and estimated cost savings of more than \$200,000.

FLEXIBILITY

The HighQ platform was built from the ground-up to be an enterprise-grade system that streamlines internal and external collaboration, document management, project management, transaction management, and other work routines. Its flexibility enables clients to implement numerous solutions, including deal management, due diligence, regulatory reporting, and document automation.

The HighQ solution lets AG's teams and clients work jointly in real-time, with secure access controls and customized presentation views. Client engagement is supported with extranet access via a client knowledge portal, secured by enhanced security protocols such as key encryption and five global data centers that meet the client's regional compliance needs such as GDPR. The HighQ platform meets a range of global certifications and compliance standards. Additionally, the platform is highly scalable, expanding with an organization as it grows.

CUSTOMER VALUE

AG's approach to technology delivers measurable benefits to its clients with cost savings derived from the improved speed of delivery and heightened efficiencies from automation. Visual reporting is a more effective method for client engagement, and AG's Extranet services offer clients secure access to their information, in real-time, building a deeper connection from personalized client relationships. Its lawyers and clients can securely exchange critical business information and collaborate with colleagues, customers, and partners in a single integrated space that is easily created and accessible from anywhere.

“AG Consultancy advised a client on a major acquisition using HighQ to process information and assure due diligence.”

- AG's application of HighQ has assisted clients with consultancy activities, including marketing and increased visibility enhancing client engagement.
- Communications are no longer unilateral, and clients can use AG's solutions to develop team experiences with an auditable trail.

BUSINESS OPPORTUNITIES

HighQ technology has assisted AG by re-engineering the way it approaches legal services with new roles such as the Innovation & Legal Technology group, and targeted service delivery to its clients. The intelligent delivery strategy has bridged the gap between legal expertise and technology, bringing benefits to existing clients and potential engagements. AG has the technology for clients to use the customer portal for real-time progress updates and direct communication with the firm.

The Client Development Centre offers strategic consultancy with a range of in-house services including regulatory compliance and government advisory services. As a result, AG has expanded its client base, with additional revenues.

“Technology is an essential component for efficient and cost-effective delivery of legal services, and we believe this trend is only going to increase.”

Kerry Westland

Head of Innovation and Legal Technology

CONCLUSION

The primary purpose of investing in a content management and client engagement software solution is to improve the efficiency of an enterprise and enhance productivity and growth. AG’s implementation of HighQ has already delivered measurable benefits for clients and the firm, delivering document and workflow automation with dashboards, collaboration, storage, and customized visual reporting. Addleshaw Goddard experienced significant benefits from its deployment of HighQ and much of its success is attributable to the modern technology strategy adopted by the firm, as evidenced by the financial commitment of creating a new group for innovation and technology.