



*“We selected Tikit due to their significant experience in implementing electronic filing solutions within the legal sector. Tikit has proven to be of valuable assistance and delivered the project on time and within budget, ensuring all users were able to effectively use the system”.*

Jason Plant, Applications Manager CRM & Document Management, DLA Piper

Client: DLA Piper

## Electronic filing solution increases efficiency and improves client service

***As a global law firm, DLA Piper’s clients include local, national, and global companies across a wide range of sectors, ranging from emerging businesses to leading national and multinational companies.***

### Background

With 3200 lawyers throughout Asia, Europe, the Middle East and the US, DLA Piper is well positioned to help companies with their legal needs across the globe.

### The situation

The firm recognised that with the majority of work performed in law firms being electronic and document focussed, there were huge efficiency and client service gains to be made by making all client matter work in progress readily accessible.

Prior to implementing WorkSite, DLA used an in-house matter centric document management system. This met the basic needs of DLA but as the firm grew and thinking developed, the team wanted to benefit from further functionality which the current in-house system couldn’t provide. Specifically the firm wanted to achieve greater collaboration, a simplified process of storing e-mails and ease of use when searching for documents.

### The solution

A more sophisticated system was clearly needed. After thorough research and comparison between suppliers, DLA selected Tikit to implement the WorkSite solution.

Tikit was chosen for its experience and specific understanding of the challenging legal environment.

Coupled with the technical capabilities of WorkSite, DLA was confident that together they could achieve a solution that met their specific business requirements.

### The process

A particular consideration was to retain the look and feel of the Microsoft Outlook system with tight desktop integration. This was to enable all documents and communications relating to a particular matter, to be held securely in one place for ease of use, integration and efficiency.

## About Tikit

Tikit is the leading independent provider of IT consultancy, services and software to legal and accounting firms. Tikit’s clients in the UK, Europe and the United States include more than 90 of the UK’s top 100 law firms, 20 of the top 50 US law firms and 18 of the top 50 UK accountancy firms. Headquartered in London – and listed on the London Stock Exchange (AIM:TIK) – Tikit combines in-depth knowledge of the business needs of legal and accounting firms with a unique capability to plan, implement, integrate and support virtually all of the IT requirements of a modern legal or accounting practice.

Learn more at [www.tikit.com](http://www.tikit.com)

## Electronic filing solution increases efficiency and improves client service – continued

With Tikit's consultation, the firm decided on an update of its network infrastructure. This gave DLA the opportunity to update its systems while rolling out both integrated email management and a matter-centric strategy firm-wide. This provided a more advanced operating level with a stable working environment for all users.

Tikit began implementing WorkSite at DLA with a pilot in the firm's largest office in London. By the end of that year, the entire Leeds office - the biggest office outside of London with 350-400 users - had been implemented with WorkSite.

### The results

WorkSite is now used to store all of DLA's documents and files totalling 16,000,000 and growing. The firm is benefiting from increased productivity through the creation of electronic matter folders that capture emails and related content within a single unified environment. Not only has this brought in standardisation and consolidation, lawyers now benefit from rapid access to information with online search, retrieval and viewing.

Prior to WorkSite, the UK offices used a bespoke matter centric system with no email management capability. Outside of the UK, users' documents were unorganised on desktops and file servers. Now, with WorkSite, the users benefit from less work duplication and increases in efficiency because they can easily find the current information they need, understand its disposition and who has evaluated it before them.

With complete matter information at hand, users benefit from time savings when they save their documents. Each workspace is pre-populated with profile information that is automatically assigned to each content item and can be searched based on this criteria.

Integration into Microsoft Outlook allows information to be moved around by simple drag-and-drop procedures. Automated profiling ensures that data and associated metadata can be correctly captured, identified, and filed for rapid retrieval.

Although the adoption of an electronic filing solution represented a significant cultural change for DLA, its users embraced the new system. This was particularly due to WorkSite's intuitive navigation and robust search capabilities which significantly cut the time needed to find documents - making it easier for secretaries and support staff when locating a document.

Having helped DLA evolve its strategy from basic document management to a sophisticated electronic filing solution, Tikit remains a central part of the firm's ongoing content strategy and support DLA running the system across the firm's European and Asia offices. Located in 24 countries across 63 offices the firm is still growing. Electronic filing will provide the foundation for efficient performance and outstanding client service regardless of its size.



***“WorkSite allows us to securely share case files and related documents with other lawyers and our clients without having to send email attachments. The system also provides document version control and file check-in/out features - which is helpful in not having to remember who has the latest copy of a brief or contract”.***

Jason Plant, Applications Manager  
CRM & Document Management,  
DLA Piper

### About DLA Piper

DLA Piper became one of the largest legal service providers in the world in 2005 through a merger of unprecedented scope in the legal sector. While large in scale, the merger strategy was simple – to create an international legal practice capable of taking care of the most important legal needs of clients wherever they do business. DLA Piper wanted its clients to rely on receiving the right service for their particular matter, whether requiring seamless coordination across multiple jurisdictions or delivery in a single location. DLA Piper today has nearly 4,000 lawyers in more than 65 offices in Asia, Europe, the Middle East and the United States.

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