



“The total implementation lasted something like eight months and its integration into our existing technology infrastructure and user interfaces has been seamless. This back-end work, when combined with the front end effort put into training and support, means that a complex system like WorkSite can very quickly start showing results and so start paying its way.”

Stefan Winquist,
Head of Information
Technology, Bech-Bruun

Tikit WorkSite implementation improves productivity and compliance at Danish firm

Bech-Bruun is one of the largest law firms in the Nordic region, with over 500 staff in offices in Copenhagen and Aarhus. The firm rapidly recognised that it needed to address its approach and capabilities for document management to meet changes in working practices.

Overview

Full service law firm Bech-Bruun undertook a fundamental review of its document management strategy by selecting legal IT specialist Tikit to implement the WorkSite solution. This solution enabled Bech-Bruun to prepare for forthcoming changes in Danish compliance legislation and also to create significant time savings to its staff.

The Challenge

Bech-Bruun had in place a system from a specialist Danish vendor and, while this had served the firm well, new challenges were emerging that required a more sophisticated document management solution and implementation partner. The first challenge was regulatory. Whilst the US SOX laws are not mandatory for a Danish law firm, Bech-Bruun has always used them as best practice guidance in their work and Danish legislation in this area is expected shortly. The existing system was unable to cope with the complex demands of this type of regulation in terms of version control and history recording therefore, a different system was required. A second challenge was productivity and user habits. Bech-Bruun was looking for a system that not only managed advanced document management functionality, but one that did so whilst creating the maximum benefits for the users. The system needed to enhance the user experience, rather than complicate it, and also to facilitate user functionalists such as remote working to enhance user potential from home working.

The Solution

To answer these challenges, Bech-Bruun undertook a long term, head to head trial between the WorkSite solution and a competing system from Hummingbird (now Open Text). Alongside this, Bech-Bruun went to market for an implementation partner. After an analysis of providers, Tikit was selected as the business partner for the firm. Tikit's wide experience of WorkSite implementations and long standing legal knowledge provided credibility and confidence in service delivery and support.

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.

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Tikit WorkSite implementation improves productivity and compliance at Danish firm – continued

The WorkSite solution was chosen for a number of reasons:

The first of these was the system's capability to manage the complex compliance requirements faced by the business. Issues such as security and conflicts were major issues to be addressed by the technology and the WorkSite system managed these effectively.

The second of these was the system's ease of integration into the existing infrastructure and user interfaces. WorkSite integrates seamlessly into Outlook and lets users access the document management system through this familiar user interface, meaning that the system creates the minimum user disturbance in the process of implementation.

The solution also offered a range of user benefits it was identified as the most 'lawyer orientated' system, as well as being simple to manage through the Outlook interface, because WorkSite centralises all of the data into a central repository. This enables easy home working and thus improves lawyer's worklife balance.

The core challenge, as with any major IT implementation, was in education and change management. The WorkSite system makes user adoption relatively easy through focusing the user interface around the familiar Outlook application.

To further facilitate the adoption process, Bech-Bruun appointed an in-house trainer who was supported by Tikit and created a user guide for the particular configuration of the system. In this way, the entire firm's staff was instructed on the application in just 12 days, a significant achievement for a firm of this size.

The success of the roll out of the WorkSite system at Bech-Bruun has since led the firm to expand the deployment with the addition of DocAuto's Workspace Manager. This add on application helps users to better manage their workspaces within WorkSite. It allows for the creation and maintenance of every aspect of the matter-centric environment, and can continuously poll any number of data sources for information to be used to create, update, move or delete all aspects of the matter-centric architecture.

The Results

The system offered instant and measurable benefits to Bech-Bruun's staff and to the firm as a whole. Since implementation the system has become home to 11 million e-mails and 7 million documents and has heralded estimated productivity increases of around 15 minutes per user per day. The expectation is that, with further refinement and training, these savings could grow to represent as much as 20% saving on staff time – a significant achievement for any IT system. The system has been adopted by staff to such an extent that the system has been rolled-out further to encompass staff Blackberry's, giving them access to core document management functionality on the move.



"When you buy a package like WorkSite about 80% of the functionality is fixed but the other 20% is customisable things like folder structures, shortcuts, database archiving and whatever. It's this 20% where a supplier like Tikit can offer real value and its here that they bring their broad expertise in this marketplace to bear."

Stefan Winquist,
Head of Information Technology,
Bech-Bruun

About Bech-Bruun

Bech-Bruun is a full-service law firm providing client-focused, interdisciplinary legal services. Our long experience and in-depth industry knowledge is leveraged to serve our diverse client base, which includes multinationals, public authorities, organisations, small entrepreneurial companies and private individuals.

As one of the leading law firms in the Nordic region, Bech-Bruun has the specialist, commercial and human resources necessary to provide comprehensive, tailored and value-added solutions to our clients.

BECH-BRUUN

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