

CASE STUDY

DiGence

Created by Geeks

What technology could free your people **to focus on delivering greater client value?**

Industry:	Legal
Head quarters:	London
Company size:	< 180
Processes captured:	2496
Locations:	Surrey, Hampshire & South West London
DiGence Days in Total:	10

THE CHALLENGE

Where best to invest to reduce manual processes?

The legal industry has some common obstacles to introducing tech. These include the trialability of a case, relative advantage, as well as the caution around adopting new techniques into traditional methods (lawyers are cautious by nature, obviously). Analytical and creative factors that demand high levels of human interaction and documentation also mean less potential for automation. This is why Morr & Co initially aimed to automate manual processes around simple legal matters, and use technology to provide their clients with a seamless experience.

THE SOLUTION

DiGence® delivered the facts to act - fast.

Morr & Co approached Geeks to get help understanding and evaluating their business processes at a strategic level. With DiGence®, they were able to get unprecedented insights into the opportunities and challenges their business was facing. As well as being able to identify where in the business it would be best to invest their time and resources.



THE CLIENT:

A LEADING FIRM THAT GOES ABOVE AND BEYOND FOR ITS CLIENTS.

Morr & Co is a leading firm of solicitors with offices in Surrey, Hampshire and South West London, serving a wide range of businesses and private individuals across the region. They combine the depth

of knowledge, capabilities and resources of a large firm with the approachability of a local practice. They are clear, direct and straightforward in their approach, and relentless in their pursuit of the best solutions for their clients.

CASE STUDY

STEP 1: Assess

Assessing the barriers and opportunities

The first stage of our journey focused on visually mapping all of Morr & Co's business processes during interviews using our DiGence® software.

We captured in-depth quantitative and qualitative data to identify pain points, potential risks or operational inefficiencies.

We analysed Morr & Co's business operations and systems across 10 days, without disrupting any of the daily operations for employees.

The goal of this process was to collect enough data to objectively quantify key business goals – including scalability, morale, reputation, operational efficiency, data visibility and adaptability.

DiGence® clarified scalability and operational efficiency as the business areas that would most benefit from digital transformation initiatives.

STEP 2: Align

Aligning business areas to growth

DiGence® gave Morr & Co a comprehensive view of their business, starting from a strategic level and diving into specific departments, functions and processes.

The key insights from DiGence were pain points in sharing information and documents both internally and externally, and potential risks to Morr & Co's engagement with clients.

69% of Morr & Co's data was shared via email and digital files making it less accessible across departments

2496 process steps captured across 7 departments

66% of process steps had potential for automation

Morr & Co's ambition was to maintain growth sustainably using technology, and the insights helped identify key blockers to growth over the long term.

We were able to forecast that both time and cost levels would rise dramatically as work increased, due to the repetitive nature of a high number of processes and the lack of visibility across departments.

STEP 3: Act

Acting with great impact

Our framework is data-driven; we focus on ROI to act on fact with collective clarity to enable growth through technology.

We identified three key priorities that would help Morr & Co scale their business sustainably and deliver the highest possible return on their technology investment.

- Agile precedent bank
- Client Portal
- Collaborative Editing Tool

These covered a range of technologies that would streamline the client experience, enable better collaboration across departments and reduce manual processes and inefficiencies in information sharing.

By prioritising the implementation of these priorities, Morr & Co could kick start their digital transformation journey while maintaining their day-to-day organisation and vision. This would allow Morr & Co to phase out manual processes, and embrace change to be adaptable in the legal sector while retaining and boosting the incredible reputation they have built within the community over the years. The approach we recommended would provide clarity on existing systems, and set them up for a continuous digital transformation journey over the next few years.

“DiGence® really was exactly what we were looking for - as a client of the service, it was an affordable technology management consultancy.

Rather than spending large variable costs and months reviewing, we got a report that was so helpful and created the confidence the business needed going forward.”

Greg Vincent,
Partner
Morr & Co