M-Files

hubshare



CASE STUDY

EFFICIENT DOCUMENT MANAGEMENT

HARWOOD ANDREWS

Company name
Harwood Andrews

Industry
Legal

Location
Australia

HARWOOD ANDREWS:

Harwood Andrews is the largest law firm in Victoria, Australia and is home to a diverse team of 170 talented individuals, including lawyers, special counsel and support personnel. Part of the Lantern Legal Group, Harwood Andrews is recognised as a progressive legal firm, striving to provide positive commercial solutions to their clients. As testament, they have received numerous awards in both 2016 and 17 for the Regional / Suburban and State firm of the year by Lawyers Weekly.

After being awarded the 2017 Lawyers Weekly Regional/ Suburban firm of the year, CEO Andrew Barnes commented, “it was largely due to the implementation of digital products that give our clients a new way to connect with us.” Harwood Andrews had developed a range of online services in 2017, as well as our interactive client portal, Hubshare.

WHY HUBSHARE ?

EXTRANET

CUSTOMIZABLE PORTAL

DOCUMENT MANAGEMENT AND SHARING



> "We did a lot of research and tested all of the best platforms at the time, and for us, we found Hubshare was the most user friendly."

Dana Lunn
General Manager - Digital Engagement,
Harwood Andrews

THE OBJECTIVE

Client retention is forever growing increasingly important to law firms and Harwood Andrews wanted to ensure their clients were receiving the best service. Harwood Andrews decided they needed a centralised area where clients could access information and documents whenever suited them. With their current system, clients would have to wait until their lawyers were available to send them a document, which was causing frustrations. Having a centralised area where they could share documents with clients, would mean greater transparency, thus improving client relationships.

THE SOLUTION

Hubshare was selected as their client extranet portal and implemented in April of 2017. By selecting Hubshare, their users could create personalised client portals where they can securely share files and provide clients with up to date information regarding their matter.

USER FRIENDLY

Unlike other solutions, little training is required to create hubs, thanks to Hubshare's user-friendly interface, templates and wizard tools, which takes you step by step through the process. As Dana pointed out, this was very important for Harwood Andrews and their multi-generational organisation.

"The wizard is straightforward, they just fill in the name of what they want to call the hub, they can personalise it by adding the client's logo and within a few clicks they can have it created. Then they usually upload whatever documents they have and add the users who all automatically get a notification saying you've been added to this hub," explains Dana. Not needing to rely on IT to create the hubs, means users save time, no longer waiting for problems to be resolved by IT or for hubs to be created for new clients.

Another feature used frequently by Harwood Andrews is the pre-set templates. These can be created, edited and adjusted to suit a particular team making it easy for them to create new hubs for their clients, only having to change the aesthetics, i.e. logo, then upload documents and files.

Dana used an example of the litigation team, as she has created a template hub for them with the calendar module, allowing them to manage key dates. "When they need one for a client they can easily create one from that template and then they can manage themselves multiple hubs that they have and they can adjust the content that's on the dashboard so they can tailor it to each of their clients."

BENEFITS

With one centralised portal, large files are easily shared with clients and colleagues making it effortless to collaborate.

"For us it eliminates the need to have huge email chains and not know where the most recent version of a document is. Also, the documents only needed to be added to one place and everyone that has access to that hub gets an email notification," say Dana.

She continues to discuss the benefit of real-time updates, "A lot of our lawyers get emails purely asking for the latest version of a document because the client can't find which one is the latest, so it alleviates those sorts of administrative tasks from the lawyer's plate.". Real-time updates mean clients and lawyers, have access to the latest version of document or file, providing their clients with complete transparency.

M-FILES + HUBSHARE

M-Files and Hubshare provide best-in-class digital client experience that enables companies to be the forerunners in driving digitalization and improving digital client experience using branded, customizable client portals. All information, regardless of where it is stored, can be accessed, and managed according to commonly agreed processes, legal regulations, or industry standards. Documents, people, processes, discussions, and more are integrated in a virtual workspace solution without data duplication, eliminating out-of-sync versions and ensuring version control.

For more information on Hubshare, visit **www.m-files.com**.

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