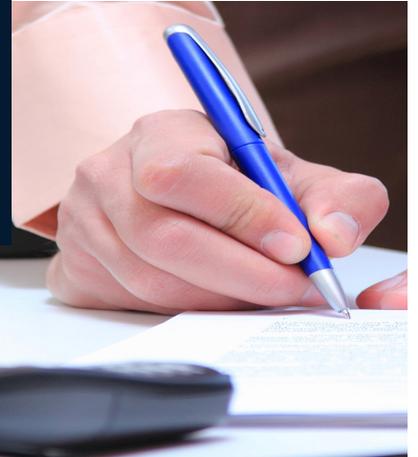


Streamlining and Automating Client Matter Inception

at Withers LLP -
a leading global law firm



withersworldwide

INDUSTRY

Legal

CLIENT

Withers Worldwide

TECHNOLOGY

BPM

CHALLENGES

- Lack of auditability and compliance evidence
 - Manual and time consuming inception process
 - Money laundering risks
 - Limited process visibility
 - Processes prone to human error
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BENEFITS & RESULTS

- Efficient and effective client matter inception
- Reduced compliance risks
- Process accountability and auditability
- Automatic document routing and archiving
- Integration to key business systems
- Real-time process visibility

Enhancing and streamlining business critical processes to improve efficiency, increase compliance and mitigate risk with BPM

The Client

Withers LLP is an international law firm headquartered in London, with offices in the United States, Europe, Asia, and the Caribbean. Withers has been acting for successful individuals, families and institutions for over a 100 years, advising clients on their business and personal legal needs. Withers specialises in tax, trust and estate planning, as well as litigation, employment, family law and other legal issues facing high net worth individuals.

The Challenge

As a growing company, Withers were looking to automate and streamline their Client Matter Inception (CMI) process, a business critical and core process for all law firms. Client Matter Inception is the first fundamental step all legal firms perform when engaging with either a new client or an existing client with a new matter. The process is vital to ensure compliance with the Legal Services Act, mitigate money laundering risks and avoid conflicts of interest.

Withers' existing CMI process was manual and time consuming. The process was also open to human error which resulted in risk management challenges. The firm recognised that in order to ensure compliance regulations were met, the core process needed to be improved and automated.

The Solution

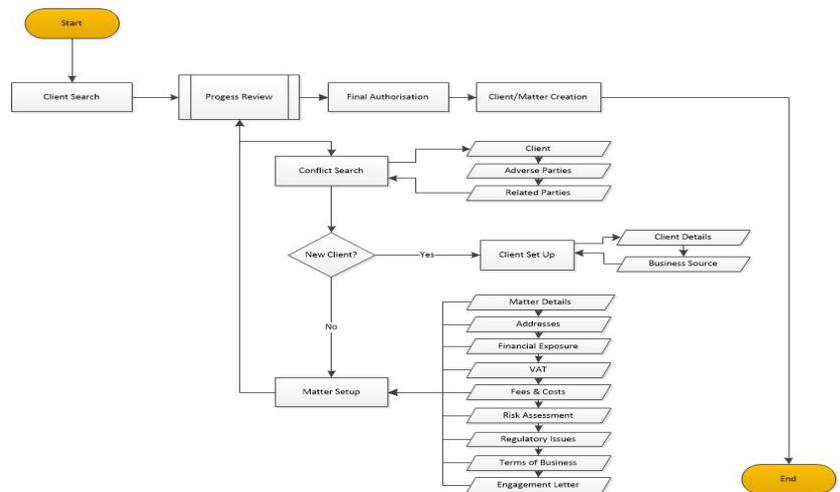
Having already chosen OpenText MBPM (formerly Metastorm BPM) to provide the automation required, Withers looked to the market for an implementation partner and engaged with AuraQ to develop the CMI solution alongside Withers' in-house technical team. By selecting Opentext BPM, Withers had the opportunity to design a CMI process that met their



AuraQ help us achieve our vision by ensuring the business works as efficiently as possible.

*Peter Gibbons, IT & Operations Director
Withers Worldwide*

exact requirements. Engaging with AuraQ to provide BPM development and implementation expertise, the firm’s new CMI solution would allow them to incept new business quickly and efficiently.



Starting with a client search, the new CMI solution ensures that the procedure for a new client matter is followed correctly and includes a conflict search, client setup and matter setup stage before the matter is sent for final authorisation and creation. Relevant personnel are informed of the creation of the matter by an email containing a summary of the matter details once the process has been completed. With a full audit trail visible at any stage, each new matter or client is fully traceable at any point in the process. A complex system of roles and attributes linked to Active Directory ensures that BPM folders are routed to the correct personnel. The solution also provides integration with Withers’ existing case management system, Thomson Elite, as well as integration to other legacy systems including updates to Withers’ marketing software, Interaction.



Automating the CMI process gives us unrivalled insight and visibility into our core business process activities.

*Peter Gibbons, IT & Operations Director
Withers Worldwide*

The Outcome

The bespoke solution has given Withers the capability and functionality to ensure procedures are followed on a global scale with the new process being deployed to 300+ users across offices worldwide. “By automating our CMI process, it has given us the opportunity to dramatically speed up inception and gives unrivalled insight and visibility into our core business process activities.” Peter Gibbons, Withers IT & Operations Director commented.

Implementing BPM has also introduced a platform that can be easily adapted as the firm expands. Peter Gibbons continues “By achieving automated CMI with OpenText BPM it gives the firm excellent scope to further enhance and automate our business processes in the future. AuraQ help us achieve our vision by ensuring the business works as efficiently as possible”. In addition, AuraQ has provided development for new processes including archive matter and matter change as well as other internal processes including file destruction, folder retrieval and function room booking. Subsequently, AuraQ has provided migration expertise to transfer Withers existing processes to later versions of OpenText BPM and delivered support for the business critical solutions.