

## Case study

# Burges Salmon – Knowledge Management System



### Customer

Burges Salmon

### Industry

Legal

### HP Autonomy solutions

- IDOL
- Autonomy WorkSite



**“I have just had a fantastic result on the know how system. We were trying to track down a document that had been drafted at some time in the past and managed to pull it up on the 1<sup>st</sup> search!”**

### Company background

Burges Salmon LLP is one of the fastest growing law firms in the UK today. Its high profile clients range from private individuals to government departments and FTSE 100 companies, such as Barclays, the Crown Estate, BAE Systems, Lloyds Banking Group, The Nuclear Decommissioning Authority and FirstGroup. Burges Salmon is based at a single site in Bristol and aims to be the first choice law firm for clients and staff seeking a real alternative to City firms. Their reputation for winning challenging “City quality” work allows Burges Salmon to attract and retain top quality lawyers.



The Firm nurtures this talent, supporting personal development and provide an inspiring and challenging workplace environment. The single site strategy encourages communication and cohesive teamwork, and being based in the South West affords advantages such as stressfree commuting and attractive leisure opportunities. Burges Salmon offers top quality technical and legal expertise across a whole spectrum of specialist areas, including banking and finance, commercial, corporate, disputes and litigation, employment, health and safety, pensions and incentives, private client, real estate, regulatory and tax.

### **The need**

Due to Burges Salmon being based at a single site, one of the firm's key strengths is having its entire collection of know-how and expertise in one place, easily accessible by its lawyers. However, users also need to access the latest electronic information and industry updates, therefore the Firm subscribes to multiple professional databases, such as LexisNexis Butterworths, Practical Law Company, Lawtel and Westlaw. In addition to these disparate systems, Burges Salmon also relies on individual lawyers' expertise, both in terms of written documents and case experience.

While all these resources are highly useful, there were frequently issues with cross compatibility of results and rankings from different sources, access rights across disparate databases, and even simply users not knowing which information database to query for a particular issue. As a result, Burges Salmon noted that user feedback often mentioned the need for simultaneous search across all internal and external resources, with consistent security rights which are essential due to the highly sensitive nature of much of the firm's information.

## The solution

Burges Salmon entered into a competitive tender in order to select the best Knowledge Management system to help lawyers and employees find relevant information quicker, share expertise and quickly build collaboration teams when needed. The firm turned to GateWest, a longstanding partner of HP Autonomy, and their 'University-in-a-box' (UIB) solution, a non-legal sector product which harnesses the power of HP Autonomy's Intelligent Data Operating Layer (IDOL) infrastructure to form an understanding of unstructured information across distinct locations and in a plethora of formats, and then processes this information through a single interface.

HP Autonomy consistently outperformed all other products in the tender, and during the Proof of Concept process HP Autonomy and GateWest repeatedly impressed by showing the versatility of the solution in mapping to Burgess Salmon's needs, rather than requiring users to change the way they worked. Other key differentiators mentioned after testing were IDOL's unparalleled breadth of functionality, flexibility and scalability.

**“...it certainly makes any other knowledge management systems I have used seem antiquated!”**

A further advantage of adopting a search and knowledge management solution powered by HP Autonomy was the fact that this would form a single platform across the enterprise because the firm had already successfully implemented HP Autonomy's legal content management solution WorkSite. WorkSite is a market leading application that combines document management, email management and mobility access, and is fully integrated with IDOL allowing a seamless user experience across the enterprise

## The benefits

As a result of Burges Salmon's implementation of IDOL powering search, users in the firm are now able to search across all internal and

external resources through a single search interface, preserving consistent security and access rights. In addition to this, search results and ranking have been measurably improved thanks to IDOL's unique meaning-based technology. By building up a conceptual understanding of the meaning within data, IDOL can understand the links between separate pieces of information and present them as conceptually related – even if there are no shared keywords.

**More in hope than expectation I typed in 'Presumption against retrospective legislation.' The second most relevant document contained just what I wanted.”**

Finding and retrieving these conceptually related items is of vital importance to a legal user where previous cases and precedent may be key to a current matter, but there may be no keywords in common. HP Autonomy's advanced visualization options present users within Burges Salmon with an intuitive and easy to use set of tools to identify key pieces of information, details of the lifecycle of documents and even the names of lawyers who have worked on similar cases before.

Due to the implementation of Autonomy WorkSite, users within Burges Salmon have access to the acknowledged leader in legal document management technology, giving them complete email and document management capabilities, offline access to all relevant matter files and full integration with HP Autonomy's knowledge management and enterprise search technology.

On a day to day level, Burges Salmon's employees benefit from significant time savings across all areas of knowledge management including search, retrieval and collaboration. Client service has also been improved since lawyers can now find all conceptually related information, even if these are materials they didn't know even existed. Finally, the system is intuitive and highly user-friendly and has led to a significantly lower initial training requirements.

## HP recommends Windows.®



### About HP Autonomy

HP Autonomy is a global leader in software that processes human information, or unstructured data, including social media, email, video, audio, text and web pages, etc. HP Autonomy's powerful management and analytic tools for structured information together with its ability to extract meaning in real time from all forms of information, regardless of format, is a powerful tool for companies seeking to get the most out of their

data. HP Autonomy's product portfolio helps power companies through enterprise search analytics, business process management and OEM operations. HP Autonomy also offers information governance solutions in areas such as eDiscovery, content management and compliance, as well as marketing solutions that help companies grow revenue, such as web content management, online marketing optimization and rich media management.

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