Case study

Clayton Utz creates big data driven intranet for lawyers

HP Universal Search supports new intranet for leading Australian law firm

Industry
Legal

Objective
To move from a static intranet to a dynamic, search-driven, personalized intranet that is essential to its lawyers' day-to-day work; delivering efficiencies, improving knowledge sharing and providing better services to their clients.

Approach
Clayton Utz's technology team interviewed 70 lawyers to determine what information they most needed in their day-to-day roles. The findings informed the design team who prototyped a new intranet and validated it with the lawyers. The decision was made to use Search to underpin the intranet as it could dynamically deliver the information with fast performance. After looking at alternatives, HP Universal Search looked to have the best fit and Microsearch, HP Software Gold Business partner, was engaged to design and implement the search-driven solution

IT matters
- Using Search as an integration platform allows making the connections between distributed content (on-premises or in the Cloud) and provides dynamic discovery and presentation of relevant documents, matters, clients and people

- By using an extensible indexing and search approach, a flexible solution has been delivered that can grow and evolve as the business does

- The pervasive connectivity of IDOL ingests data from multiple systems including HP TeamSite/LiveSite, HP WorkSite, Aderant Expert, IBM Cognos, Atlassian Confluence, PeopleSoft and Saba

Business matters
- Employee productivity has been significantly improved as times for certain tasks are reduced from over two minutes to just a few seconds

- Client service is enhanced by providing lawyers with real-time matter and client information at their fingertips

- The solution has enabled better information sharing and provided a scalable platform for delivering enterprise grade solutions into the future

"It's been a welcome change to have a product in HP Universal Search, and a provider in Microsearch, that deliver on their promises. The solution we've built together is fantastic and has helped us realise our vision of a unified and integrated data-driven platform for our lawyers."
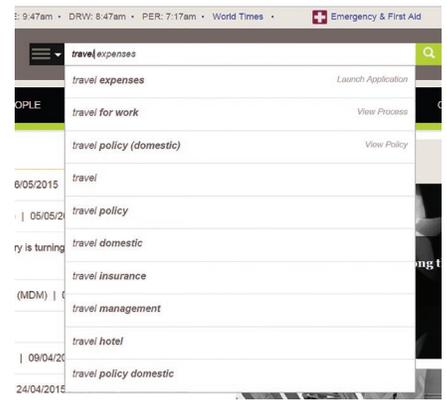
– Garry Clarke, IT director, Clayton Utz

Move from static to dynamic
Clayton Utz is one of Australia's largest and most progressive law firms and is recognized as a leading provider of legal services in the Asia-Pacific region. Its clients include many of Australia's top 100 companies, as well as federal and state government departments and agencies. It receives a continuous flow of high quality, strategically important work and has been a key player in many of Australia's largest and most complex transactions.

Challenge

Outdated traditional system

Clayton Utz lawyers use a varied suite of applications for day-to-day document management, time and billing, business analytics and a range of practice and role specific tools, in addition to Microsoft® Outlook and Word. To find the information they needed to perform their roles, they had to jump between up to seven different systems, dealing with seven different ways of finding information.

The long-term strategy was to bring as much information and data as possible into the central intranet. However, the intranet was outdated as was much of the content. With 2,000 individual pages, lots of workflows and content that needed to be manually maintained, the design was inflexible for what they wanted to achieve.

James Kleinig, Technology Innovation manager at Clayton Utz, envisaged an ambitious project whereby a dynamic intranet would automatically present relevant lists of data to lawyers, such as matters they're working on.

The concept would place the user at the centre of the intranet by reducing the need to jump around multiple systems to find necessary business information and would seamlessly connect users with their tasks via real-time information, contextually relevant to their roles, location and practice group.

Such a solution also needed to be able to provide quick and easy access to legal tools, knowledge, people, support services, forms, processes and policies; give users a powerful but easy to use enterprise search tool for ad-hoc information discovery and have the ability to add new data sources, expand data volumes; and add new content-driven features with minimal complexity and cost, while maintaining lightning fast performance.

Solution

Bringing streamlined search capabilities into Focus

Powered by HP Intelligent Data Operating Layer (IDOL), HP Universal Search is an advanced enterprise search solution that uses multiple search models to significantly improve the speed, accuracy, completeness and relevance of searches. It's designed to help users quickly and easily find the right data at the right time, regardless of location or format.

With Universal Search and IDOL, Clayton Utz's core systems, comprising over 70 million documents and files from multiple repositories, are now continually indexed and the data presented into "Focus", the name Clayton Utz have given to its intranet. Pre-configured search-agents dynamically search and seamlessly deliver information relevant to the user, role, location and practice group, in the context of the current intranet page (e.g. client dashboard, matter dashboard).

Customer solution at a glance

Software
- HP Universal Search
- HP IDOL
- HP TeamSite
- HP LiveSite
- HP WorkSite

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About Microsearch

Microsearch Consulting is a certified VAR and HP Software Gold partner and a leading provider of HP Information Management solutions in Australasia. Microsearch designs, deploys, manages and adds-value to solutions built on HP Enterprise Search, Big Data Analytics, Information Governance and Information Management technologies.

For more information go to
microsearchconsulting.com

In addition to the search-agents, the HP Universal Search solution provides an interactive search that goes far beyond traditional keyword searches, using human-friendly sentence structures and intelligent query-guidance to deliver conceptually-related results that are automatically categorized, grouped and ordered by relevance.

The tailored interactive search user interface, provided by Microsearch - a HP Gold Partner specializing in enterprise search projects based on HP IDOL - provides a faceted search to allow users to query specific domains or search across all documents as well as providing features such as type-ahead, historic searches, popular links and spelling corrections.

The Universal Search results are presented seamlessly within the intranet page and provide the user with the ability to preview documents without leaving the intranet. The system is providing lightning fast performance and a dramatically improved user experience, while back-end processes remain unaffected.

Benefits

Scalability and power

Clayton Utz has created in Focus instant access to vital information while saving lawyers time and improving client service.

> "Fundamentally we're using enterprise search as an integration platform. Universal Search contains all our documents matters, clients and people so we can easily identify the connections between content and present it in context to support our lawyers and our clients."
>
> – James Kleinig, Technology and Innovation manager, Clayton Utz

"The most common searches for data about people, matters, or clients are implicit. You just load the page and the information is already there - there's no longer any need to go and look for it," says Guy Sharabi, principal at Microsearch. "Using HP Universal Search means that constantly changing information is presented on the fly with the user being unaware of what is going on in the background.

"Fundamentally we're using enterprise search as an integration platform. Universal Search contains all our documents, matters, clients and people so we can easily identify the connections between content and present it in context to support our lawyers and our clients," says James Kleinig, Technology and Innovation manager, Clayton Utz.

"Let's say I'm a senior lawyer. On my intranet home page are the matters I'm working on listed in order of the time that I have recorded on them," explains Kleinig. "I can click on one of those matters which takes me to a dashboard where I can look at the latest correspondence with the client and recent edits to documents. I can click into a link and go to business intelligence and financial data to see how our billing is going - are we collecting our bills and who's recording time to that matter. That's quite powerful information for senior lawyers to have at their fingertips, all in one place."

Knowledge and information can also be shared more serendipitously. For example the solution shows top-billed matters in a practice group, enabling geographically disbursed teams to keep their 'finger on the pulse'. There was limited visibility of this knowledge prior to Focus and people had to actively seek it out through reports.

Looking to the future, it's planned to add three more internal data sources and include external research sources as well as making more use of the conceptual search capabilities of HP Universal Search. Integrating project management features into matter dashboards will be a key enhancement which directly supports Clayton Utz lawyers in delivering the highest quality services to their clients. This integration will be delivered through HP Universal Search.

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