



Solcara KnowHow increases law firm's competitive advantage

MACFARLANES

Macfarlanes is widely recognised as one of a handful of high quality, unaligned law firms in the UK.

Based in London, the company has a global reputation for the quality of

“...an important and easy to use resource in our fee earners’ armoury of legal information”

its legal advice and commitment to customer service.

With over 50 partners and in excess of 200 fee earners, the firm serves a broad range of clients, from multinational companies to private individuals worldwide.

The Legal 500 ranks Macfarlanes consistently in the top 50 firms by size and fee income and in the top 10 when it comes to profitability. The effective capture, management and use of the internal Know-How of the firm is an important factor underpinning this success.

Solcara’s unique KnowHow solution enables staff to easily access multiple content sources using simple, yet powerful search interfaces. The content sources available include seamless access to documents and files held in a Hummingbird Docsfusion document management system, as well as the ability to access external Internet sources.

The easy to use design ensures that all authorised staff to access content without the need for detailed training on the different technologies and databases used to store the content.

The initial installation has been refined and extended to provide access from the Macfarlanes’ intranet.

This effective management of Know-How enables Macfarlanes to:

- ▶ Increase fee-earner time spent on billable activities
- ▶ Reduce costs by simplifying access to important information and know how.

- ▶ Increase profitability by maximising re-use of the intellectual property of the firm
- ▶ Empower junior staff, enabling them to take on more responsibility sooner
- ▶ Ensure consistency and quality of legal advice
- ▶ Deliver a better and more responsive service to the client
- ▶ Capture and manage Know-How centrally, reducing risk when an employee leaves the firm

Solcara KnowHow - the benefits

- ▶ Speed of access to high value information is improved across the firm
- ▶ Quality of service to clients is improved at all levels
- ▶ Simplifying access to the right information reduces duplication and increase consistency
- ▶ Enhanced user experience with personalised knowledge bases
- ▶ Flexible classification of information reflects the current and future needs and structure of your firm
- ▶ Web-based user friendly administration minimise IT support time.
- ▶ Integration with essential online information resources can be delivered with Solcara SolSearch



SolcaraKnowHow
Connecting professionals
to knowledge

David Coleman, Head of Legal Information at Macfarlanes said, "The Know-How system underpins the management of our transaction acquired intellectual capital and has become an important and easy to use resource in our fee earners' armoury of legal information."



David Coleman

Rob Martin, Managing Director at Solcara, states, "Our advanced legal solutions enable law firms like Macfarlanes to share information and know-how more effectively. In practical terms this means that fee earners can quickly gain access to the accumulated knowledge within the firm, bringing significant productivity benefits and maximising billable activities".

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