

## The Ultimate Knowledge Management Solution at Mourant du Feu & Jeune



Award-winning Mourant du Feu & Jeune is one of the world's leading offshore law firms. Specialising in providing the international finance and fund markets with offshore legal advice, the firm, which celebrated its 60th anniversary in 2007, operates from offices in Cayman, Guernsey, Jersey and London.

or the metadata that describes the documents; ('the record card'); or both. Users have the option of 'and', 'or', 'phrase' searches and can use synonyms to expand their search. Certain metadata fields used to profile the documents also assist in the filtering of large result sets such that the user can analyse search

Users can email new knowledge to a Morlaw email account and one of our professional support lawyers can complete the submission by filling in the metadata details in the record card.'

### "Mourant chose to implement both products to make the ultimate Knowledge Management Solution"

The firm has 34 partners and more than 100 lawyers, all benefiting from a recent implementation of Solcara's SolSearch and Know How products. In combination these have streamlined access to important legal information and delivered an easy to use knowledge management solution, 'Morlaw', which has had a significant, positive impact since its launch.

results by jurisdiction, practice area and document type.

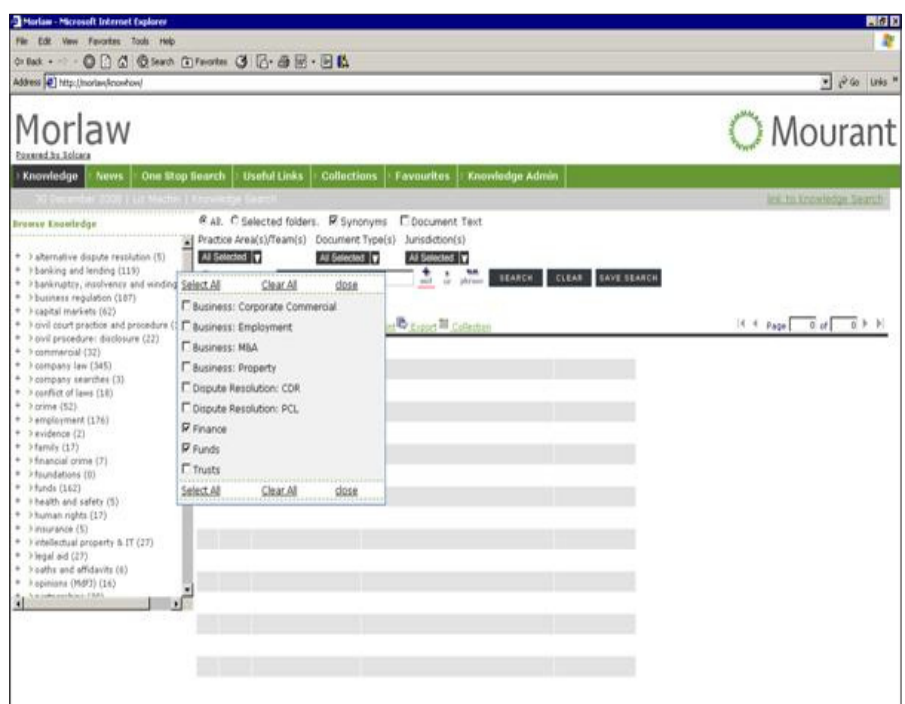
Machin explains how easy it is to add new knowledge to the system: 'To encourage busy fee earners to make contributions into our know how system we needed a very simple approach, and we decided on Solcara's email submission function.

Before the implementation began, Machin and the knowledge team spent valuable time discussing the firm's needs regarding the metadata and taxonomy. 'We hosted a series of brainstorming meetings with the heads of, and teams from, each practice area, the project sponsor, senior associates and others. This process was a very useful part of the development plan, ensuring that our users bought into 'their' system as early as possible. In fact an important factor leading to the successful launch of Morlaw was that the internal project team included one of the partners - Tim Herbert - as project

Liz Machin, Head of Knowledge Management at Mourant, describes the new solution as: "One electronic home for all legal knowledge in three parts: Knowledge, One Stop Search and News".

The firm's high value documents are made accessible through the 'Knowledge' function of Morlaw. Classifying these documents via a legal subject taxonomy allows a user to find what they need through a simple browsing interface, where the taxonomy structure guides them to the right set of documents that match their criteria.

Users can also search through the Knowledge function, either by searching the full text of documents;





**“I immediately found a useful article, it would have taken a lifetime under the old regime.”**

sponsor and knowledge champion, a project manager and allocated IST resource.’

The ‘One Stop Search’ component of Morlaw enables the simultaneous (federated) searching across the firm’s internal know how, as well as external resources that provide online cases, legislation, standard contracts and guidance for lawyers.

The One Stop Search solution is provided by Solcara SolSearch and connects to targeted resources and searches the existing indexes in real time. This means it does not rely upon additional indexing software. This also ensures results are consistent and up to date every time the user conducts a search. The software allows the user to search for ‘all’ terms entered in the Google-like search box, ‘any’ terms or a ‘phrase’.

The user is able to interact with the results regardless of which resource they have come from. They can hide results from a source, or extend the number of results displayed. They can also add notes to individual records, either personal; open to all; or by select users.

Machin comments: ‘Our lawyers have found this functionality invaluable. There is also the ability to save searches, and build the results of searches into unique collections that are particularly relevant to certain practice areas or teams within the organisation. Each collection can be made up of the best documents from

our internal know how and external resources based on the specific legal subject, or transaction type’.

The final component of the knowledge management system is ‘News’. Dynamic, easy to update pages for each practice area within the firm deliver ‘what’s new’ each week, and have useful links to websites and ‘top 10’ know how.

‘We can keep users up to date with information that matches their practice area profile and the dynamic nature of the pages enable us to keep the content fresh’, stated Machin.

Morlaw has significantly reduced the time it takes for fee earners and support staff to access critical legal information. Machin explains: ‘Recently one fee earner undertook some research about Jersey limited partnerships, specifically regarding whether certain interests in the partnership were more like debt or equity. Very quickly indeed, and much quicker than ever before, the fee earner found some detailed advice from a former partner given in 1999. This advice, which was exactly on point, saved hours of work and ensured the firm’s advice was expressed in a consistent fashion.’

‘This kind of experience has been repeated all over the firm. We will be building on this initial success and intend to implement a new solution called ‘Know Who’, an internal directory of experts’, concluded Machin. ‘When a fee earner finds

a know how document within knowledge, they will also be able to gain quick, one-click access, to the associated expert.’



Liz Machin Head of Knowledge Management at Mourant

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