



Customer Success Story:

Martineau Johnson

Overview

Martineau Johnson is one of the UK's leading independent firms of commercial lawyers with offices in Birmingham and London, employing over 300 people. A multi-disciplined law firm, it handles clients from a variety of sectors including education, banking and technology.

Challenge

The legal sector is traditionally a process-driven environment with numerous paper-based forms that need to be completed on a daily basis. In common with many other law firms, Martineau Johnson was finding that the lengthy approval process for each form was hindering internal efficiency and external collaboration with clients and suppliers. For example, it used to take the firm up to a day to raise a cheque for client payment because of paper forms passing back and forth between the relevant departments. In addition, manually completed paper forms created a duplication of effort where the contents would only have to be transcribed from paper into the firm's computer systems creating too high an administrative overhead.

Martineau Johnson's vision was to increase internal efficiency and promote a higher quality of collaboration with clients. To achieve this, it needed a solution that could address its immediate requirement to streamline processes whilst integrating with existing systems and scaling as new legislation and market conditions demanded.

Solution

Martineau Johnson chose Metastorm BPM®, a Business Process Management solution used by more than 30 law firms globally, as a backbone to rationalize processes and improve the way in which staff operates with external contacts.

"We initially selected Metastorm BPM for its ability to

Highlights

Business Services/ Legal

Processes Enabled:

- New Business Intake
- Conflicts Identification
- Anti-Money Laundering

Customer Benefits & Results:

- Increased productivity and billable working hours
- Ability to document due diligence
- Better responsiveness to clients
- Saved on liability insurance as a result of anti money laundering safeguards

streamline our internal processes for approval of administrative and financial disciplines such as payment to clients" Ken Agnew, Martineau Johnson's IT Director. "But we are discovering that the technology can offer us much more than just that. Using Metastorm, our lawyers will now benefit from automated checking for potential conflicts prior to accepting new cases, and most internal non-financial processes are handled by the system, from holiday requests to furniture requisitions and building maintenance."

The original implementation for the first process took less than three weeks, and once the infrastructure exists for one procedure, others can be added in an instant.

In addition, Martineau Johnson has implemented an entire Charity Administration system solely using Metastorm's BPM technology. The implementation of the Charity system took less than five man weeks' work and has halved the time taken to administer Grant-Endowing Charities. "This was a real bonus" said Agnew. "We had never envisaged using Metastorm in this way but, when our Private Client department brought their problems to us, it was an obvious solution. This development alone would have justified the investment in Metastorm's technology"

Martineau Johnson are now rolling out Digital Dictation to all of their fee earning and support staff using Metastorm BPM as the underlying process workflow engine. While providing cost savings for the project, the real benefit is that, whatever processes are going on, whether financial, administrative or matter related, all tasks arrive in one integrated mail-box and this gives a transparency and ease of management which users find very attractive.

Results

Metastorm's BPM solution has enabled Martineau Johnson to deliver faster and more efficient internal procedures while freeing up valuable staff time and increasing billable working hours.

Says Ken Agnew: "We have seen how Metastorm's BPM technology has brought tangible benefits to the firm in a short space of time. Moving forward, our aim is to have all mission-critical tasks, whether they be internal processes, case management or day to day duties, encapsulated in one single task list for each person. This will include built-in governance and succession planning to ensure continuity, efficiency and quality control in a single integrated work management system. We are convinced that Metastorm's solutions will help us to achieve this and more in the very near future."

1-877-321-META (6382)
+44 (0) 208-971-1500
www.metastorm.com

© Copyright 2006-2007, Metastorm Inc. All rights reserved. Metastorm BPM, Enterprise Process Advantage and Process Pod are either trademarks or registered trademarks of Metastorm Inc. Other product, service and company names mentioned herein are for identification purposes only and may be trademarks of their respective owners.