

## CASE STUDY:

# MEREDITH CONNELL

THE LAW FIRM.

**Name:** Shona Gillespie  
**Title:** WP Team Leader  
**Location:** New Zealand

"Meredith Connell has improved the typing and administrative resource provided to its lawyers and as a consequence has also increased its levels of client satisfaction by supplementing their in-house support through a global 24/7 commitment of skills and resource from Document Direct."

- Shona Gillespie, WP Team Leader  
Meredith Connell

### The Success Factors

- **97%** deadline achievement
- **Out of hours support** has added to client responsiveness
- Able to seamlessly work with templates in client's DMS, thus **saving significant time**

### Helping a New Zealand Law Firm to put "People First"

Meredith Connell is one of the leading law firms in New Zealand, with the firm operating a full-service law practice working across 23 practice areas. Its team of 200 advisers act on some of New Zealand's largest, complex and most high profile commercial and litigation cases.

### What Keystone Law needed:

Keystone Law's Operations director William Robins explains, "In common with most Law firms, Keystone Law's lawyers have the benefit of secretarial support to ensure they are free to focus on what's important to the client.

"For some years we employed a pool of secretaries on site during office hours and work was sent to them by email or by telephone.

"While the feedback we received from our lawyers indicated that the support we offered was already good, we wanted to make it scalable, fully mobile and 24/7. To do this we looked at employing more people and at technology-based solutions. As innovators we wanted to take advantage of available technologies as much as possible.

"After detailed discussions, our search concluded in partnering with Document Direct and building a bespoke secretarial offering that could be accessed round the

### The Document Direct typing service provides these benefits:

- ✓ **24/7 service**
- ✓ **Reduced costs**
- ✓ **Time saving**
- ✓ **Enhanced gross profit**
- ✓ **Enhanced working capital - earlier billing**
- ✓ **Reduced delays on a file**
- ✓ **Highest quality documentation**
- ✓ **Better working flexibility for fee earners**
- ✓ **Secure, compliant and GDPR friendly**
- ✓ **Happier clients**



clock and via our own dedicated app that sits on our lawyers' phones and iPads."

## What Document Direct delivered

Document Direct liaised closely with the Keystone Law team to develop a service tailored to the specific needs of the firm. This included the creation of a dictation app that is accessible from Android and iPhone systems, easy-to-use and secure. Keystone Law's lawyers can download and use the app wherever they happen to be based, at any given time, without costly and time-consuming IT intervention.

The app automatically logs dictation time as admin work, so it can be billed appropriately, and the recorded digital files are delivered securely to Document Direct's highly experienced team of typists. The team then types up our documents, formats them according to Keystone Law's house style and sends them back promptly, securely and accurately. The service is available to Keystone Law 24/7 but is only used, and charged for, when the firm needs it, helping to control costs.

To support the fast turnaround of high-quality documentation, Keystone Law also brought on board Document Direct's document production services. Document Direct's skilled team of document creators now ensures the efficient production of a range of documents across Word, Excel, and PowerPoint, with a proofreading and quality checking service included. The process is overseen by a dedicated document production account manager.

## The Document Direct Benefits

Document Direct is helping Keystone Law to maintain its reputation for going above and beyond client expectations. William Robins says, "The stats have shown a dramatic improvement; average turnaround time has improved by 54% with 90% of work being returned within the hour. On top of this, accuracy has improved (due to Document Direct's inbuilt quality control process) and we are now even more responsive to our clients. The greatest surprise was that just under a third of all our work is received outside of normal office hours, which is now processed in receipt and no longer waits for our central office to open."

Document Direct has proved the ideal partner for Keystone Law, thanks to its innate understanding of lawyer needs, its dedication to outstanding client service and its ability to develop flexible, high-quality typing, transcription and document production solutions.

"Document Direct helps clients to improve productivity, performance, working capital at the

## Document Direct facts:

### More than 200 UK based typists

- All security and capability checked
- Specialists in legal and medical
- 24/7 service
- Fast turnaround times

### Supports all workloads, peaks, holiday and absence cover

### 250 UK and International Law firms use the service

### Transcription and all document production – creation and enhancement

### Endorsed by

- Manchester Law Society
- LawNet
- LawShare
- Founder member of Calico Legal Solutions

### Fully compliant and secure

- ISO 27001
- ISO 22301
- ISO 9001
- Registered with the Information Commissioner's office
- GDPR Compliant
- Registered with the UK government G-Cloud Framework



Cert. no. 10046  
ISO 9001  
ISO 22301  
ISO 27001