

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.

Meredith Connell's commitment to putting "People First" is fundamental to the success of the practice as is its commitment to delivering outstanding customer service.

In 2016, Meredith Connell made the decision to outsource its document production and transcription services to a UK-based transcription agency which would complement its existing typing and document production team and complete after hours work on behalf of the firm.

Meredith Connell requirements:

After a very focussed pilot, Meredith Connell chose Document Direct and now calls on their transcription team to type a range of documents: **letters, emails, multi-speaker transcriptions (interviews), memos, attendance notes, and Court documents including pleadings, statements and submissions.**

In addition, the Document direct document production team has also helped develop a bespoke workflow which creates a range of integrated documents, including Meredith Connell's "Transfer Packages" from one of their key clients.

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**

Shona Gillespie said: "Document Direct was able to integrate with our document management system allowing them use of our templates. This enable them to seamlessly work on our documents. **They trained up a core team and developed a comprehensive knowledge base about our documentation,** and I now rely on them for a **consistent and quality-focussed service.**"

What Document Direct delivered:

Document Direct's 24/7 service guarantees that the Meredith Connell team receive their documents back before the start of their own working day. Meredith Connell has been working with Document Direct since 2016 and report that the service and quality of their work is of the same high standard as their own secretaries.

Shona said: "We ask a lot of Document Direct with **very complex documentation,** sometimes with **very tight deadlines.** They communicate well with our staff to ensure everything is completed to our requirements. I am pleased to say that **Document Direct haven't missed a deadline yet!**"

"The Document Direct services have become a key function within our firm and help us to deliver our commitment to put "People First". Their work is of a high standard, and I know that I can rely on them for consistent quality and meeting deadlines."

"We highly recommend them"

- Shona Gillespie, WP Team Leader

"It's great, I send my work off with accompanying instructions in an email and when I wake up its back."

- Kate, Meredith Connell Lawyer

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

Over 300 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

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