

Wragge Lawrence Graham & Co

Derek Southall

Delivering solutions amid seismic structural change

In an average year, most firms implement one or two major IT projects. In 2014 the scale of change at Wragge Lawrence Graham & Co, due to the merger of the two legacy firms, necessitated no less than 12 major projects. These included a range of big-ticket infrastructure items such as integrating the two systems and rolling out IT changes across all the international offices.

Following the merger, the firm has focused much of its efforts on maximising its return on investment in knowledge management, both in terms of meeting fee-earners' real needs and ensuring professional support lawyers are trained to manage their own time. Other recent initiatives include working on the firm's data strategy, with the firm now using HP Autonomy's next-generation business analytics platform, HP IDOL, to search and analyse information across audio, video, social media, e-mail and web platforms.

In its own words, the firm believes it has the most modern and efficient IT infrastructure of any law firm: 'We don't deliver technology projects. Our focus is business projects empowered by the best and most efficient technology'.

HIGHLY COMMENDED

ASHURST

Bruna Pellicci

Global IT director Pellicci has been instrumental in pushing the IT function to deliver on some significant and business-critical global projects on a level that is unprecedented for the firm, particularly in the wake of full integration with Ashurst Australia. Initiatives include establishing a new global information security team, rolling out a KPI dashboard and facilitating mobile working – deploying Microsoft Lync 2013 across the firm, which enables staff to use the same communication platform, regardless of device or location.

AXIOM

Nick West

2014 saw Axiom handle a key tech-driven initiative for its client BT. It designed a multi-shore, technology-enabled managed service to take ownership of the end-to-end negotiation, execution and management of BT's commercial contracts. Using proprietary technology architecture, IRIS, Axiom is able to handle the entire lifecycle of the contracting process.



(L-R) The Wragge Lawrence Graham & Co technology team with Elizabeth Robertson of the IBA Business Crime Committee

KEOGHS

John Salt

Keoghs has transformed its IT capabilities in just two years: in that time a new CIO and team developed software that has added 20 minutes per day to fee-earners' productivity and substantially improved client wins through innovation. In what was described by one consultant as 'a glimpse of the future of law firm technology', this insurance-driven firm is making non-profitable, loss leader claims work for big clients profitable by use of process automation technology.

KING & WOOD MALLESONS

Brian Smith

This Sino-Anglo-Australian combination spent much of 2014 implementing Microsoft's groundbreaking Virtual Desktop Infrastructure, which was piloted via the firm's New York and Riyadh offices. This gave these offices optimal productivity and full access to all of the benefits of a centralised network, while also significantly reducing downtime; providing a highly secure, reliable and efficient platform; meeting regulatory compliance; addressing cost-control requirements; and centralising the management of implementing office-wide desktop, system and infrastructure updates.



In the legal profession, there's only one thing more important than what you know.

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