tigereye | Blueprint case study: William Fry

How a client-focused law firm streamlined its KM with Blueprint for iManage

Image: William Fry Head Office, Dublin

William Fry uses Tiger Eye Blueprint for user-friendly sharing, collation and review of know-how to efficiently deliver trusted expertise to their clients

Challenge

William Fry is a client-focused firm, with their service combining technical excellence with a practical, constructive approach to business issues.

With strong client relationships and technical excellence central to the business, it is critical that the firm is able to manage knowledge efficiently and effectively in order to deliver expertise to clients.

The firm's existing knowledge management system was dated and offered a poor user experience. Searching and navigation was complex for users and administration was cumbersome.

As the firm's Director of Knowledge, Gillian Lynch, noted: "We were looking for an intuitive, user friendly and easy to manage solution for sharing and curating our know-how. With our existing system, the interface was dated and not attractive for users - and the administration was also complicated and time consuming."

So, the firm began searching for a new KM solution that would integrate with their iManage DMS and enable knowledge sharing and straightforward administration.

Solution

Searching for suitable solutions, the firm liaised with knowledge consultants and other industry professionals and identified Blueprint as the best fit for their needs. The team connected with another Blueprint user team, who were pleased to highlight the system's many benefits, including its signature user-led development cycle, as well as Tiger Eye's close ongoing relationship with clients as part of The Blueprint User Community.

Ultimately, it was Blueprint's intuitive user interface for search, submission and document administration, as well as the system's seamless integration with the iManage DMS that led William Fry to select and adopt Blueprint for Knowledge Management.

WILLIAM FRY

Challenges

- A legacy search system with poor user experience
- A complex workflow for know-how review and management

Solution

- Blueprint: the KM solution designed specifically for law firms
- Advanced search capabilities to offer both browsing and direct document searching
- Comprehensive functionality for effective document review

Results

- A KM tool that is intuitive for both lawyers and knowledge teams alike
- The ability to search and share know-how from within iManage
- In-depth activity reports for system usage and engagement

tigereye blueprint.

Results

The project was co-managed by Gillian Lynch and Claire MacManus, Head of Library, with a dedicated IT resource providing project support.

"Working with Tiger Eye was a pleasure.

The team were responsive, open to suggestions and very willing to work with us to find solutions to our particular needs."

- Claire MacManus
  Head of Library

The firm conducted a taxonomy review and know-how audit to prepare content for migration. Then, Tiger Eye merged all three existing knowledge repositories into one trusted knowledge source.

The solution was tested by a pilot user group who reviewed the firm's bespoke interface, designed using Blueprint's customisable set-up.

With project leads confident that Blueprint was effectively tailored to meet their needs, the firm's knowledge and internal communications teams partnered to promote Blueprint to the wider organisation. Training was delivered to over 400 users to establish firmwide adoption.

"Blueprint perfectly reflects our knowledge strategy and our ambition to have user-friendly tech solutions to support knowledge creation and sharing."

- Gillian Lynch
  Director of Knowledge

William Fry now has seamless access to know-how documents, with Blueprint's simple and advanced searching functionality meeting the varying needs of staff. The ability to browse means the firm's lawyers can easily find useful expertise without searching for specific documents.

As Gillian Lynch noted: "We have received lots of positive feedback from users on the interface. In particular, embedding access to Blueprint from within iManage and Outlook has enabled users to access knowledge resources much more efficiently, and has led to higher submissions as well as greater use of the firm's know-how."

The firm's Blueprint system also enables Gatekeepers to easily review, approve or reject submissions, and all activity within the system is tracked in Blueprint's in-depth reports. As Gillian added: "One of the great things about Blueprint is our ability to measure usage. Such metrics endorse the value of proper curation and management of know-how within our firm."

Since adopting Blueprint, both Gillian and Claire have been active members of The Blueprint User Community, collaborating with Tiger Eye to steer the platform's future as part of its signature Continuous Development Cycle.

Images:
Gillian Lynch, Director of Knowledge
Claire MacManus, Head of Library
William Fry head office, Dublin

WILLIAM FRY

William Fry's client-focused service combines technical excellence and a practical, constructive approach to business issues. Strong client relationships and high-quality advice are the hallmarks of its business. Effective knowledge management is critical to achieving results for its clients.

The firm advises leading domestic and international corporations, financial institutions and government organisations and acts on complex, international transactions and commercial disputes. The firm is ranked by international directories, clients and market commentators alike as being a leader in Corporate & M&A, Banking & Finance, Litigation & Dispute Resolution, Asset Management & Investment Funds, Real Estate, Insurance, Competition & Regulation, Tax, Projects & Construction, Employment & Benefits and Technology.

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To discover how Blueprint can help your business, contact Tiger Eye via:

Phone:
+44 (0)1603 293 500

Website:
www.tigereyeconsulting.com

Email:
info@tigereyeconsulting.com