



**“As part of my risk training I tell all my lawyers to make sure they Lexis®Check”**

Peter Busby, Property KM Partner

## Thomas Eggar’s Requirements

Thomas Eggar is a large multi-site law firm, based across the South of England. They have 6 offices and offer a broad range of legal services to corporate and private clients. Their major work areas include high net worth client advice, financial services, corporate, and construction.

Until last year, Thomas Eggar had only some of their legal content available online, many of their offices were still using paper based materials which was proving very costly and inefficient. They devised a 3 year strategy to deliver service excellence, demonstrating real commitment to continuous improvement in delivery of service for their clients and their staff. As part of this commitment, Thomas Eggar wanted to ensure that all of their lawyers had the most efficient, up to date and high quality resources available to them. They wanted to improve and enhance their internal knowledge materials, and they also wanted to ensure that they were using the most efficient processes possible in order to deliver service excellence.

**“The power of Lexis®Library is made accessible to the end user as a “just in time” resource, no training, no stress, just a click of a button with Lexis®Check”**

Ann Hemming, Head of Learning, Development and Knowledge Management, Thomas Eggar

## The decision making process

As part of Thomas Eggar’s knowledge management strategy, they took the decision to deploy online access to research materials wherever possible. This was to ensure consistency and continuous access to quality information for all their lawyers, whether on site with clients, in their offices or at home. They also wanted to address quality control. Traditionally, their in-house materials and precedents were reviewed regularly by PSL’s but they wanted to go further. They wanted to ensure that everyone in the business could easily mitigate the risk of using out of date materials, and could become a full participant in the development and maintenance of their resources.

Having worked closely with LexisNexis in the past, Thomas Eggar were impressed with the foresight and practical implementation of the services they offered and felt confident they had the expertise to help them overcome their internal challenges and provide a system that would really meet their service excellence requirements.

## The Solution

The combination of Lexis®Library and Lexis®Check provides Thomas Eggar with an online legal research service that can be easily accessed through their documents as well as online. LexisLibrary provides comprehensive consolidated legislation and over 500,000 cases in one extensive online legal resource. Established names like Butterworths, Tolley and Halsbury’s ensure all of the firm’s lawyers have online access to the most authoritative legal opinion and analysis.

Installing LexisCheck on the desktop of all users provides a quick citation checking service as well as instant access to the relevant cases, legislation and EU Directives in LexisLibrary. LexisCheck significantly reduces the time it takes to check documents for changes in the law and speeds up the process of checking citations within documents, or on the web. It instantly provides the information you need to determine the correct application of the law. Therefore mitigating risk and saving time.

Ann Hemming, Head of Learning and Development and Knowledge Management, at Thomas Eggar explains "LexisCheck brings the power of LexisLibrary into every day applications, including Microsoft Word, Adobe PDF and the web. By adding a toolbar to Word and Internet Explorer, the knowledge comes to lawyers rather than them having to go off to yet another user interface. By typing a case name or legislation reference and clicking the LexisCheck icon, LexisLibrary gives citation information, the status summary, and direct links to the sources, commentary and background materials."

## How did Thomas Eggar benefit?

Installing LexisLibrary across all Thomas Eggar sites with single user sign-on, combined with training all lawyers at their desks meant there were no excuses for the lawyers not to start using their new online resources. Training via a floor walk also meant minimum time out for the fee-earning lawyers and having a LexisCheck toolbar within Word and Internet Explorer means that the service is always visible.

The greatest benefit to Thomas Eggar was meeting their requirements to help mitigate risk and to ensure they are always outputting work of the highest quality. With LexisCheck, lawyers are able to ensure they are always referencing the latest legislation and case law quickly. The Property KM Partner, Peter Busby, has been developing a new workflow for know-how submission and approval, and delivers training to his practice group. He sees LexisCheck as a fantastic resource for junior lawyers when reviewing client documents and even for the more senior lawyers who use it as an easy access tool to the appropriate case or legislation within LexisLibrary.

LexisCheck also supports Thomas Eggar's current awareness strategy. As a busy law firm, their staff are inundated with news alerts and bulletins, but having the ability to check references quickly when needed rather than constantly having to be aware of new changes saves a significant amount of time. LexisCheck provides a gateway into LexisLibrary, which makes it even easier for their lawyers to access the legislation and case law they are tracking.

Miranda Chapple, PSL, Thomas Eggar comments:

"I will check a case or legislation citation and then paste the LexisLibrary link from Lexis@Check directly into our internal news bulletin. It saves a huge amount of time."

The litigation lawyers are using LexisCheck to quickly and efficiently find errors in opposing counsel's statements. Andrew Nixon, an Associate in the Commercial Dispute Resolution Team can't believe how much time LexisCheck now saves him and only wishes he had it earlier.

**"I had six documents from the other side this morning, five of them had out of date references – I found out within a couple of minutes!"**

Andrew Nixon, Associate