

BEST PRACTICE IN ACTION: COLEMAN GREIG

Client: Warrick McLean:
General Manager

Coleman Greig is a thriving commercial law firm in Western Sydney. Last year, it was the first non-CBD firm to be named Best Law Firm in Australia (revenue less than \$50m) in the BRW Client Choice Awards.



**Business
Development
Solutions**



**Know How &
Precedent Solutions**



**Knowledge
Solutions**



WHAT WE NEEDED

"My job is a combination of operations and strategy," says Warrick McLean, General Manager at Coleman Greig. "At the moment, our firm's focus is very firmly on business development – our goal is to position ourselves for generational change, and make the most of the huge potential we see in the Western Sydney region. But of course, that kind of evolution calls for highly efficient, intelligent internal systems. Streamlining and standardising our documents has been a key part of that."

BEST PRACTICE SOLUTION

Coleman Greig has been using Softdocs for over ten years now. "I didn't implement it, it was in use when I began at Coleman Greig," says Warrick. "But I have been involved in the evolution of the product over the years, working together with the Best Practice team. We like to see how we can get the most out of it from a service delivery point of view."

For Coleman Greig, advantages of Softdocs include:

- Single entry of data, which is saved and applied across documents.
- All documents have a consistent look and feel, which improves clients' experience.
- Significant time saving and reduced risk issues.
- A 'back end' system that's accessible and relatively user-friendly.
- Allows for variables, repeats and selected clauses to be used in complicated contracts.

- Softdocs integrates seamlessly with Coleman Greig's practice management system.
- Ongoing support and proactive ideas from the Best Practice team.

WHY IT WORKS FOR US

"As the market gets more competitive, being able to turn documents around quickly and efficiently is paramount. Softdocs lets us do that, and with a reduced need for rework. Generating documents takes far less time – we can complete a statement of claims in five minutes, whereas without Softdocs it could take 45 minutes. That's good for us, and also great for our clients who don't have to wait so long.

"We also love the fact you only have to enter information once – we call it 'one source' factor – and it's instantly applied consistently right across the document. For the paralegals, who generate our documents, that saves a huge amount of work but also means greater peace of mind. Law documents can be long!

"These days the Best Practice team at Thomson Reuters also take care of a huge amount we once would have had to do ourselves. It still amazes me some that some law firms – whether they're small, medium or large – still have no formal precedent system in place. Softdocs just works."

COMPANY PROFILE

Location: NSW

Size: 85 employees

Specialty: Commercial Advice, Commercial Litigation, Employment Law, Property & Family Law.

Website: colemangreig.com.au

Key challenges: Continuing to leverage advancements in technology to run a highly productive business, deliver exceptional service, and position the firm for generational change.

"AS THE MARKET GETS MORE COMPETITIVE, BEING ABLE TO TURN DOCUMENTS AROUND QUICKLY AND EFFICIENTLY IS PARAMOUNT. SOFTDOCS LETS US DO THAT, AND WITH A REDUCED NEED FOR REWORK."

