# BEST PRACTICE IN ACTION: KELLS

**Client: Helen Benge**
**Operations Manager**

For over five decades Kells has been delivering legal services and expertise to commercial and personal clients in Sydney and the Illawarra region. The aim for the practice is to deliver seamless client experience that is unmatched by others.

## WHAT WE NEEDED

As an Office Manager in a large law firm, Helen believes that: *"There's no such thing as an average day"*. *"I take care of everything from HR, marketing and communications to IT and finances – one minute I'll be sorting out a server problem, the next I'm tackling the budget."* Helen is responsible for improving efficiency of the practice and implementing solutions that benefit the business and their clients. *"It's really satisfying being able to help people do things better, or show them a different way of working or thinking. I'm really hands-on, and I get to deal with everyone in the practice and figure out what makes them tick."*

## BEST PRACTICE SOLUTION

*"I can't remember life without Softdocs! I've used it for 17 years, and it really makes precedents a breeze."*

Helen values the efficiency related to *Softdocs*:

• Having everything stored in one searchable system is an absolute must for such a large firm

• A single entry of data, which is saved and applied across documents

• Consistency and accuracy of the documents which ensures seamless customer experience

• Documents are consistent with the legal requirement and company standards no matter who looks after them

• Seamless and easy training experience for new start-ups in the firm

• *Softdocs* provide ongoing support from the Best Practice team

## WHY IT WORKS FOR US

*"When new people join Kells, they go through an induction that involves training on Softdocs, which we use for precedent generation. It's a system we often get really positive feedback on – people find it's really integrated and easy to get the hang of."*

With such a large team it's really important: *"With Softdocs you only have to enter info once and then it's stored and applied across the whole matter automatically. Saves a lot of manual labour and cuts down on errors too."* With the variety of work, Kells requires certain level of customisation of their Forms & Precedents: *"You can also make smart variables that apply information and even formulas...so the level of customisation is just that much greater, with no extra work. I can't imagine having to create everything from scratch, digging around amongst 3000-odd clauses!"*

*"Softdocs also manages our precedents, which is great. We're sent updates every couple of weeks. We just click a few buttons and the job's done – everything's up-to-date. And let's face it, the law changes a lot!"*

Helen enjoys the support she receives: *"I'm a bit of an island within the practice so I do rely on external support. And the Best Practice team at Thomson Reuters are really switched on. We're on the phone to them all the time, and over the years they've worked with us to develop things with our specific issues in mind. Quite often we'll see a new feature or change to the system and say "Ah! That was our suggestion!"*

Helen summarises her experience: *"At the end of the day, my life revolves around making things run smoothly across every part of our business. And for our firm, in my mind, Best Practice is an absolute must-have."*

## COMPANY PROFILE

**Location:** Sydney and Wollongong

**Size:** 65 employees

**Specialty:** Various practice areas including: banking & finance, commercial, crime, employment, litigation, family & children and many more.

**Website:** kells.com.au

**Key Challenges:** Making operations run smoothly across every part of the business and ensure consistency of deliverables provided by all practitioners no matter what level of experience they have.

**"SOFTDOCS MEANS WE CAN TAKE OUR PRECEDENTS TO A WHOLE NEW LEVEL. IT SAVES ALL OUR INFORMATION, SO CREATING NEW DOCUMENTS IS A BREEZE – AND THE CLEVER TOOLS INSIDE THE SYSTEM ALLOW US TO GET THE END RESULT WE REALLY WANT."**