



BEST PRACTICE IN ACTION: WINTER HILDITCH & FOTHERINGHAM

Client: Nicky Morgan
Office Manager

Winter Hilditch & Fotheringham is a commercial and insurance law firm with offices in Adelaide, Melbourne and Sydney. With over 30 years of experience WH&F value efficiency and high quality services allowing them to meet and exceed their customers' expectations.



WHAT WE NEEDED

"Because of our size, we have no in-house finance or HR people, so I do practically everything myself – I set budgets, salaries, attend to clients, set up precedent structures, make our lawyers aware of legislative changes, put out our firm's bulletins." says Nicky Morgan, Office Manager at Winter Hilditch & Fotheringham. "As a mum of three flexibility is really important to me, because life is pretty hectic. I have multiple pick-ups and drop-offs to juggle every day with the kids. Then once I get to work, I'm running around as a one-person support crew."

Improving efficiency was one of the concerns but the legal research platform was another one. *"We had meant to have a look at our research system for some time, as we'd had ongoing issues with the old one. It was very unstable and crashed a lot; it was slow and inefficient, inflexible. We got to this point where we thought, we can't go on like this".*

"Thomson Reuters happened to get in touch with us about Best Practice around that time and we went from there".

BEST PRACTICE SOLUTION

Winter Hilditch & Fotheringham implemented all the key products from the Best Practice suite: *Westlaw AU*, *Softdocs* and *Infinitylaw*. The main aim was for the products to integrate with each other and allow remote working, and collaboration between offices in Melbourne, Adelaide and Sydney. All the three products available independently or combined were programmed to run from

within *Infinitylaw* platform. This allowed consistency and access with one login and password and smooth navigation between tasks.

WHY IT WORKS FOR US

"The partners at WH&F have worked very hard to get where they are (and they still do) but they feel it's very important to have the flexibility to work how and when you choose. That focus on balance is really part of our culture. For us, it's all about getting in and getting the job done well, not watching the clock." Winter Hilditch & Fotheringham introduced Thomson Reuters Best Practice suite in September 2013 and realised strengths of the systems immediately. "They all integrate to give us a complete package, and in general they're much more intuitive and intelligent products" . Nicky points out the reliability of the suite: "You should be able to work consistently wherever you are, and I can do that now. And the fact we use it across both Sydney and Adelaide offices without a hitch shows how strong and stable the platform really is."

The implementation and integration required certain level of customisation of the products to meet WH&F's requirements *" There have been some hurdles, but everything has now been resolved; the Best Practice team didn't get us down. They go above and beyond without charging extra. Especially for a small firm like us, we need all the help we can get, and they'll work with us 'til we find the solution we need. They're not just customer-focused, they're customer-driven."*

COMPANY PROFILE

Location: Sydney, Melbourne, Adelaide

Size: 19 employees

Specialty: Commercial & Insurance Law

Website: whflegal.com.au

Key Challenges: Improve quality and efficiency of the legal research and improving work-life balance with systems that allow flexible, remote and online practice and client data management.

"WE'RE STRIDING AHEAD WITH THE BEST PRACTICE SUITE. FOR ME PERSONALLY, THE STABILITY OF THE PLATFORM HAS MADE A BIG DIFFERENCE. I CAN ACCESS MORE AT HOME NOW WITHOUT WORRYING ABOUT ANYTHING GOING WRONG."

