



## EVERSHEDS

“LexisNexis Ozmosys allows our firm to be more customer focused by providing our fee earners with the latest developments in their areas more quickly so that they can use this knowledge to the benefit of our customers.”

### Eversheds requirements

Eversheds LLP is one of the largest full service law firms in the world. The firm operates from 36 offices in major cities across the UK, Europe, Middle East and Asia in six main practice areas: commercial, corporate, human resources, legal systems, litigation and dispute management and real estate. The firm has more lawyers recommended in Chambers & Partners' 'Guide to the Legal Profession' than any other law firm.

Celestine Johnston, Information Services Manager at Eversheds explained how they wanted to improve the provision of current awareness to their internal customers, “We already subscribed to the Publisher service from LexisNexis (which provides relevant business information to an intranet site and directly to end-users), plus information from other sources, but wanted to take proactive news provision to another level, which would mirror the information requirements and structure of the business, as well as having a direct impact on the support Information Knowledge Services (IKS) could offer legal advisers firm-wide”.

### What did LexisNexis recommend?

LexisNexis, a leading provider of global news and business information, recommended Ozmosys a service through which content is aggregated from multiple sources into one highly customisable daily email in the form of an online newsletter. This newsletter can be arranged by industry category or practice area to provide the most relevant information to end-users in the quickest possible time.

Following the set up of LexisNexis Ozmosys at Eversheds, the IKS team now produces two daily updates:

- A Daily Business News Service which arrives in users' inboxes by 9:30 every morning, and which is arranged in industry categories alphabetically from Aerospace to Utilities
- An afternoon Daily Legal Update which brings details of all the very latest legislation, case rulings, precedents and legal information in practice areas from Accounting to Utilities

Each article has a headline, a brief synopsis and the ability for the end user to go directly to the in-depth, full text article.

### How have Eversheds benefited?

Eversheds LLP has seen major benefits from the introduction of the LexisNexis Ozmosys service, including:

- The delivery of news and legal updates to legal advisors before their clients hear about it, creating the opportunity for rapid and proactive client advice
- Immediate access to full-text articles within the daily updates, thereby eliminating delays between receiving the alerts and provision of the full article to the recipient
- Targeted alerts covering key practice, business sector and client groups which support the firm's strategic business objectives

Now more than 3,000 internal recipients throughout the firms' UK and international businesses receive the daily updates.

The daily news alert service has received outstanding feedback from users throughout the firm, from partners and paralegals alike, and generated a huge number of requests for additional information to support niche areas of interest.

### LexisNexis helps Eversheds win Knowledge Officer of the Year

The new Ozmosys service also played a role in helping Wendy Small, Head of Information at Eversheds win the Knowledge Officer of the Year award at the 2008 Legal Technology Awards, as it formed part of her submission to judges.

“The combination of the technology together with Celestine's drive and commitment to make it work and deliver a real added-value service to our legal advisors, has been instrumental in raising our commercial profile across the business this year,” says Wendy Small.

“LexisNexis Ozmosys has transformed current awareness provision at Eversheds.”  
Celestine Johnston, Information Services Manager, Eversheds LLP